

EntryPoint Doors and Windows

5018 Bristol Industrial Way, Suite 209, Buford, GA 30518

Tel 770-904-0094



LIMITED LIFETIME WARRANTY

WHAT IS UNDER WARRANTY

Production

Manufacturer products moving through EntryPoint's production queue for painting, staining, cutting, fitting or modifications of any kind.

Non-Production

Manufacturer products delivered directly and/or installed without any modifications performed by EntryPoint.

Workmanship

Installation provided by EntryPoint associates of both Production and Non-Production Manufacturer products.

WHAT THE WARRANTY COVERS

Production

Paint/stain failure due to peeling, cracking, chipping or blistering of newly applied paint or stain supplied by EntryPoint.

Non-Production

Subject to specific manufacturer warranty coverage.

Workmanship

Accidental/incorrect installations, overlooked or unfinished areas as stated in original scope of work.

WHAT THE WARRANTY DOES NOT COVER

Production

Wrong paint/stain colors if proof of approved customer selection is on file.

Paint/stain failure where paint and material is supplied, or any of the labor is performed, by the customer.

Paint/stain failure due to rotted wood, structural defects, insect infestations, previous coatings or damage caused by water, moisture or ground contact.

Stain failure due to exposure to exterior elements such as sun, wind, rain, sleet and/or snow.

Existing paint color matching.

Non-Production

Subject to specific manufacturer warranty coverage.

Workmanship

Existing door/window, frame, floor or structural defects, issues and/or anomalies.

Cracks in drywall, plaster, wood, or other like surfaces not within original scope of work.

Corrections to issues caused by previous installations.

Modifications not approved or performed by EntryPoint.

WHAT THE COVERAGE PERIOD IS

Production

Fiberglass / Steel Door Systems

1 year from date of original installation if using custom, or customer-provided, paint/stain products.

Wood Doors

1 year from date of original installation with 8-foot front porch. If no front porch, then there is no warranty.

Non-Production

Subject to specific manufacturer warranty coverage.

Workmanship

5 years from date of original installation. Lifetime Labor for any Manufacturer Warrantied Items.

WARRANTY DETERMINATION

EntryPoint will use their discretion in determining if issues reported are due to the resulting variance on finishes applied by hand.

If, upon inspection, EntryPoint determines the reported issue is not related to their workmanship, a fee may be applied for any work performed. A written quote will be provided outlining issue(s) found and recommended resolution(s), and all work must be approved by the customer prior to scheduling or commencement of work.

WHAT ENTRYPOINT WILL DO TO CORRECT

Production

EntryPoint will supply labor and materials to correct at no additional cost to you.

EntryPoint will not match discontinued paint/stain color(s).

If original paint/stain color(s) has been discontinued, new color selection(s) must be made.

EntryPoint applies their paints and stains by hand, creating unique degrees of variance on each product.

Non-Production

EntryPoint will provide customer with Manufacturer's current warranty coverage document, and will act as liaison between customer and the manufacturer until satisfactory resolution is received. At no time will EntryPoint be held financially responsible for items not covered under the manufacturer's warranty.

Workmanship

EntryPoint will correct, restore or reinstall to fulfill sales and service obligations as stated under original scope of work, if item is covered by manufacturer's warranty, there will be no charge to customer. Production items are not considered to be under manufacturer warranty and production will not be covered after 2 years from original purchase date.

WHO IS COVERED UNDER THIS WARRANTY

This warranty is transferrable to new home owner(s) and is valid for the period from date of original installation as stated above. Warranty becomes void if EntryPoint is not notified in writing, via mail or email, by the original owner of the transfer of ownership.

HOW YOU CAN GET SERVICE

The original EntryPoint Sales Order must be presented at the time of Warranty request. Please contact our office via email: service@entrypointatlanta.com

Please provide the following information:

Name

Address including City, State, Zip

Primary Contact Phone #

Email Address

Detailed Description of Issue

Attach Copy of Original Sales Order