

# Pet Door Guys

## Warranty Policy:

The Pet Door Guys guarantee will replace any portion of the framing or glass of the pet door insert for a period of 10 years to the original purchaser. The flap assembly has a lifetime warranty provided by EndurFlap against manufacturer defects.

This warranty is subject to the following terms and conditions:

1. This guarantee is offered only to the original owners of single-family homes who purchased The Pet Door Guys' product in the United States and is not transferable.
2. Pet Door Guys is not responsible for damage caused by second or third-party shippers. The product must be inspected upon delivery and refused to shipper if damaged. Pet Door Guys will do everything in its control to limit and replace damage. If the damaged product is not refused upon delivery, claims must be documented with pictures and parts will be replaced on a case-by-case basis.
3. Scratches and other cosmetic issues must be reported within 10 days of installation.
4. This warranty does not extend to commercial applications.
5. Pet door guys will not warranty air infiltration due to excessive HVAC air flow. Our product is not recommended for use in condominiums and/or apartments as we have found that in some condominiums the flap will not close properly due to excessive air flow caused by the HVAC system.
6. Pet Door Guys is not responsible for glass breakage or failure due to misuse, applied tints or acts of God.
7. Pet Door Guys is not responsible for damage beyond its control. Having a pet door opening does imply some risk. Pet Door Guys does not assume any liability regarding security or unwanted entry or exit.

## How to Claim Your Policy:

For issues relating to the glass installation, contact Pet Door Guys for further steps. For claims on the door flap system, contact Endura Flap for further steps. See the Endura Flap warranty for more information.

## Contact Information:

| Phone (Pet Door Guys) | Phone (Endura Flap) |
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| 1-855-380-8246        | 1-800-826-2871      |