

LIMITED WARRANTY

1. Limited Warranty Coverage

Ash & Ivy, LLC ("Manufacturer") provides this Limited Warranty to the original purchaser ("Owner") of its iron entry doors. Under normal residential use and proper maintenance, the Manufacturer warrants that the product will be free from material defects in workmanship and materials for a period of five (5) years from the date of purchase.

This warranty applies only to Ash & Ivy iron entry doors purchased and installed within the continental United States and is non-transferable. Any resale, transfer, or relocation of the door to a different property voids all warranty coverage.

Warranty Compliance Requirement: To maintain warranty coverage, the roof **must be pre-loaded on the structure for 7–10 consecutive days prior to installation**. Failure to pre-load within this window voids warranty coverage for movement- or settlement-related defects. "Loaded" means placing the permanent roofing materials (or an equivalent uniformly distributed ballast) across the roof area to replicate the final dead load. Materials must be **evenly distributed**—no excessive point loads.

2. Warranty Components and Terms

A. Structural Integrity – 5 Years

The structural components of the door—including the steel frame, panels, welds, and hinges—are warranted against structural failure caused by defects in material or workmanship.

B. Factory-Applied Finish – 3 Years

The factory-applied paint or powder coating is warranted against peeling, blistering, or abnormal deterioration under normal environmental exposure for a period of three (3) years.

C. Insulated Glass Panels – 5 Years

Tempered or insulated glass inserts, when supplied by Ash & Ivy, are warranted for five (5) years against moisture or fogging between panes due to seal failure.

D. Hardware and Accessories – 1 Year

Manufacturer-supplied handles, locksets, hinges, and other moving hardware are warranted against mechanical failure due to manufacturing defects for one (1) year from purchase.

3. Exclusions and Limitations

This Limited Warranty does not cover and shall be void under any of the following conditions:

- Improper installation, misuse, abuse, or neglect.
- Improper maintenance or cleaning with harsh chemicals.
- Alterations or modifications not authorized in writing.
- Environmental exposure such as salt air, standing water, or chemical corrosion.
- Acts of nature including fire, flood, or earthquake.
- Commercial or rental property installations unless pre-approved.
- Unauthorized repairs or replacements.
- Surface imperfections or minor color variations not affecting performance.

4. Owner Responsibilities

To maintain warranty eligibility, the Owner must:

- Follow all installation, operation, and maintenance instructions.
- Maintain proof of purchase and installation records.
- Regularly clean and inspect the door per Ash & Ivy's Care and Maintenance Guide.
- Avoid exposure to corrosive substances and standing water.

5. Claims Process

To file a warranty claim, the Owner must contact Ash & Ivy in writing at customerservice@ashivy.com within thirty (30) days of discovering the issue and provide proof of purchase and photographs of the defect.

Claims will be reviewed by the Manufacturer, which reserves the right to inspect or deny claims based on evidence of misuse or noncompliance.

6. Remedies

If a defect is confirmed under this warranty, Ash & Ivy will, at its sole discretion:

- Repair or replace the defective product or component, or
- Refund the original purchase price.
- The Manufacturer is not responsible for removal, reinstallation, shipping, or finishing costs. Repairs or replacements do not extend the original warranty period.

7. Limitation of Liability

The remedies provided herein are the exclusive remedies available to the Owner. Under no circumstances shall Ash & Ivy, LLC be liable for indirect, incidental, special, or consequential damages, including loss of profits or use. The Manufacturer's total liability shall not exceed the purchase price of the door.

8. Governing Law

This Limited Warranty shall be governed by and construed in accordance with the laws of the State of Arizona. Any disputes shall be resolved exclusively in the courts of Maricopa County, Arizona.

9. Contact Information

Ash & Ivy, LLC
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