CAPTIVA wood doors

Warranty: Captiva exterior doors.

2 YEAR WARRANTY - CAPTIVA SELECT DOORS*
5 YEAR WARRANTY - CAPTIVA TRADITIONAL DOORS*

Captiva Wood Doors warrants to the original purchaser of an exterior Captiva Wood Door that the product shall be free from defects in material and workmanship. The warranty period shall commence on the date of delivery.

The warranty periods are as follows: Captiva Select Series: 2 years*
Captiva Traditional Series: 5 years*

*Extended warranty period is available. See Extended Warranty documentation for details.

Should the product fail to conform to this warranty within the warranty period, Captiva Doors will, at its option, (i) repair the product, (ii) replace the product in its original state of purchase, or (iii) refund the price originally paid to Captiva for the product.

This Warranty Does Not Cover:

1) Damage caused by failure to comply with the instructions in the Captiva Door Use & Care Guide.
2) Damage caused by failure to provide an adequate overhang to protect the door from the elements. See the Use & Care Guide for overhang requirements. Doors that are installed with multi-point locking hardware may not require overhang protection. Multi-point locking hardware will help stabilize the door and prevent warp.
3) Any door that is over 42" in width and/or 96" in height.
4) Warp that does not exceed ¼" in the plane of the door itself for doors not over 36" x 84". Warp that does not exceed 3/8" in the plane of the door itself for doors over 36" x 84". *Note: Captiva may defer repairing or replacing the product for up to 12 months from the date of installation or claim, as the warp may prove temporary as the door adjusts to weather conditions. This deferral will not count against the warranty period.*
5) Damage caused by anyone other than a Captiva representative while attempting to repair the product.
6) Damage caused by improper installation.
7) Damage caused by trimming more than one inch total of the product.
8) Doors trimmed at the top, more than 1" at bottom, or more than ¼" at each side.
9) Damage caused by nonalignment or bow in the frame or jamb in which the door is hung.
10) Natural variations in color, texture, character, or grain of wood.
11) Variations in gloss level, texture, or appearance resulting from field finishing.
12) Panel shrinkage or expansion due to natural characteristics of wood movement.
13) Gaps in stile and rail joints of 1/16" or less.
14) Doors containing solid wood panels wider than 14".
15) Doors containing dual wood species of face veneers and/or planks on each side.
16) Damage caused by failing to seal all six sides and hardware cutouts of the door. Doors must be sealed within 72 hours of fitting and/or hanging. The tops of all outswing doors must be flashed for weather.
17) Damage caused by temperature buildup where a storm door is present. Screen and storm doors are not covered under warranty.
18) Damage caused by any cause beyond the control of Captiva, including, but not limited to, normal wear and tear, weathering, customer misuse/abuse/neglect, or acts of nature.
19) Doors shipped out of the continental US.
20) Any costs or charges relating to the replacement of the product, including transportation, shipping, removal, finishing, and installation.
21) Damage caused by failure of glazing, if the manufacturer's warranty period for that glazing has expired.

Extended warranty

5 YEAR EXTENDED WARRANTY - AVAILABLE ON CAPTIVA SELECT DOORS ONLY
The 5 Year option must be requested at the time of quoting/ordering the door unit. The extended warranty if requested is offered at an additional cost.

10 YEAR EXTENDED WARRANTY - AVAILABLE ON CAPTIVA TRADITIONAL DOORS ONLY
The warranty described above is extended for a period of 10 (ten) years with the additional requirement of adding multipoint locking hardware, such as Trilennium, that provides a minimum of three latching points on the lock edge or top and bottom of the door. The 10 Year option must be requested at the time of quoting/ordering the door unit. The extended warranty if requested is offered at an additional cost.

Warranty Claims
Warranty claims must be submitted within 30 days of discovery of the believed issue. Claims must be submitted via email to techsupport@northatlanticcorp.com or in writing to Captiva Wood Doors Warranty Claims, 1255 Grand Army Hwy, Somerset, MA, 02726 and must include proof of purchase of product.

Express Limitation
This warranty sets forth Captiva's maximum liability for its products. No other warranty, expressed or implied, with respect to its product is made. Captiva's liability is limited to the refund of the purchase price or repair or replacement of the defective product. This warranty is non-transferable.

Disclosure
Formal acceptance of this warranty is not required. By accepting delivery of the product, the customer is also accepting the terms and conditions of the Captiva Doors limited warranty.

NO OVERHANG WARRANTY - CAPTIVA TRADITIONAL DOORS
No Overhang 5 Year Warranty. Available when requested at an additional cost and requires 3-Point Locking System.

No Overhang 10 Year Warranty. Warranty must be requested at time of quoting/ordering. Certain restrictions apply in addition to standard warranty terms.