



LIMITED WARRANTY AND CLAIMS POLICY

Exterior Entry Doors — uPVC and Aluminum Systems

Warrantor VDOM INC. sales@vdom.us +1 (332) 777-7033	Warranty Term 2 Years from date of delivery Applies To uPVC and Aluminum Exterior Entry Doors sold under the VDOM brand <i>regardless of purchase channel</i>
---	--

Document Version 2.0 · Effective Date: 2025

This warranty applies regardless of where the product was purchased — directly from United Porte Inc., through Amazon, Home Depot, or any other authorized dealer.

1	Warranty Coverage and Term
2	What Is Covered
3	What Is Not Covered
4	Installation — Recommended Installers
5	Technical Performance Standards
6	How to Submit a Claim
7	Claim Evaluation, Remedies, and Timeline
8	Limitation of Liability
9	Governing Law
Appx A	Installation Checklist
Appx B	Warranty Claim Form

1. Warranty Coverage and Term

1.1 Manufacturer Warranty — All Sales Channels

VDOM INC. is the manufacturer and warrantor of all doors sold under the VDOM brand. This warranty is issued directly by VDOM INC. and applies regardless of where or how the product was purchased — whether through United Porte Inc., Amazon, Home Depot, or any other authorized dealer or retailer. The retailer or dealer is not a party to this warranty and has no authority to extend, modify, or limit its terms.

VDOM INC. warrants that each exterior entry door unit — including uPVC (metal-plastic) and aluminum door systems — will be free from defects in materials and workmanship under normal residential use for a period of two (2) years from the date of delivery to the original purchaser.

1.2 Warranty Period

Term	Two (2) years
Start Date	Date of delivery, as documented by shipping or delivery records
End Date	Twenty-four (24) calendar months from the Start Date
Transferability	Non-transferable. Applies to the original purchaser and original installation address only.
Purchase Channel	Warranty applies equally whether purchased directly, through Amazon, Home Depot, United Porte Inc., or any other authorized channel.

1.3 Products Covered

- **uPVC Entry Doors:** all multi-chamber PVC profile exterior door systems, with or without sidelites and transoms.
- **Aluminum Entry Doors:** all aluminum-framed exterior door systems with powder coat, sublimation/laminated, wood veneer, or moisture-resistant MDF panel finishes.
- **Factory-installed glazing units (IGUs):** where seal failure causes fogging between panes within the Warranty Period.
- **Hardware supplied with the door unit:** multi-point locking mechanisms, hinges, cylinders, and handles included in the original package.



This Is a Limited Manufacturer Warranty

The rights and remedies set forth in this document are the complete warranty provided by VDOM INC. No dealer, retailer, or third party can extend or modify this warranty on behalf of VDOM INC. This warranty gives you specific legal rights; you may also have additional rights under applicable state law.

2. What Is Covered

The following defects are covered when they arise under normal residential or light commercial use within the Warranty Period.

2.1 Structural and Material Defects

- Warping, bowing, or twisting of the door panel or frame that renders the door inoperable or produces a gap exceeding 3/16 in. (5 mm) at any point around the perimeter seal, under normal indoor humidity (35–65% RH).
- Delamination or separation of the PVC laminate layer from the profile substrate, where the affected area was not directly exposed to abnormal heat sources.
- Cracking or fracture of the PVC profile under normal operating loads and temperatures.
- Powder coat finish failure — peeling, bubbling, or adhesion loss — on aluminum doors not attributable to impact, chemical exposure, or abrasive cleaning.
- Sublimation/laminated finish delamination on aluminum panels, in areas not exposed to sustained direct heat from external sources.
- Premature surface corrosion of aluminum structural components visible through the finish, in non-coastal environments (more than 1 mile from ocean) within the Warranty Period.

2.2 Glazing Unit Defects

- Fogging, moisture, or condensation between panes of a factory-installed IGU, indicating seal failure, where the unit was not subjected to impact or improper cleaning.
- Visible manufacturing defects in glass (inclusions, bubbles, distortion) not identified at delivery that affect normal use.

2.3 Hardware and Mechanism Defects

- Failure of the multi-point locking mechanism to operate under normal use, where the failure is not caused by misuse or over-torquing.
- Hinge failure under normal residential door traffic and normal door weight.
- Cylinder or handle failure under normal use conditions.



Getting the most from your warranty

Submit claims within the Warranty Period. Claims for defects discovered after 24 months cannot be accepted.

Keep your delivery documentation. It establishes your warranty start date.

Read the VDOM Exterior Door Care Guide included with your door. Many common issues — stiff hardware, minor seal gaps — are addressed by simple maintenance described in that guide.

Contact VDOM first. Many issues that initially appear to be defects can be resolved quickly with guidance from our support team, without a formal claim.

3. What Is Not Covered

The following are excluded from warranty coverage. We have structured these exclusions to be clear and fair — they target situations where the product itself is not at fault, not situations where a reasonable person would expect warranty protection.

3.1 Impact and Physical Damage

- **Impact damage:** any crack, chip, fracture, or breakage caused by physical impact — including hail, windborne stones or debris, tools, vehicles, or any external object. These are not product defects.
- **Glass breakage — important clarification:** glass that breaks due to windborne debris (stones, hail, branches), thermal shock from a concentrated external heat source (reflected sunlight from pools, mirrors, or adjacent windows), or any physical impact is not a manufacturing defect and is not covered. Glass breakage claims require photographs taken at or immediately after the event. VDOM INC. will review all glass breakage claims on a case-by-case basis; if manufacturing evidence is identified, coverage will apply.
- **Thermal stress fracture:** glass units exposed to sustained reflected or concentrated heat without a protective canopy may experience internal stress. This is an environmental condition, not a product defect.

3.2 Installation-Related Conditions

VDOM exterior doors are designed to perform when installed correctly per the VDOM Installation Guide. Installation errors create performance issues that are independent of product quality. The following installation-related conditions are excluded:

- **Missing or inadequate canopy/overhang:** water infiltration, finish degradation, or moisture damage where no protective overhang of at least 12 in. (30 cm) was present above the door. A canopy is a required installation condition.
- **Incorrect rough opening preparation:** damage or failure caused by an unstable, improperly sized, or inadequately prepared rough opening.
- **Sealing failures at installation:** water or air infiltration where frame-to-opening seals, glazing perimeter sealant, or threshold seals were not completed at installation.

We understand that most customers use their own installer or a local contractor, and we support this fully. If a claim involves a performance issue (water, air, operability) and the installation method is unclear, VDOM INC. will offer a Repair Visit (see Section 7) to assess the situation in person before making a warranty determination — rather than denying the claim based on installer status alone.

3.3 Maintenance and Chemical Exclusions

- **Chemical damage:** finish or seal damage from bleach, ammonia, pressure washers, steam cleaners, acetone, paint thinner, or other prohibited cleaning agents. See the VDOM Exterior Door Care Guide.
- **Neglect:** damage resulting from failure to maintain seals, weatherstripping, or hardware when visible deterioration was present and unaddressed.
- **Unauthorized modifications:** alterations, repainting, hardware substitution, or application of films, tints, or coatings without written approval from VDOM INC.

3.4 Product-Specific Exclusions

- **Ceramic and porcelain panel cracking:** panels with ceramic or porcelain tile inserts may crack if hardware fasteners are overtightened against the panel face. Maximum fastener torque adjacent to ceramic surfaces is 2.0 Nm (18 in-lbs). Damage from over-torquing is not a manufacturing defect.
- **Normal wear:** minor surface scratches, gradual UV color shift on dark profiles without canopy shading, and weatherstripping compression set after extended service are normal wear, not defects.
- **Surface condensation:** condensation on exterior glass in humid or cold conditions is a normal weather phenomenon. Interior surface condensation may indicate insufficient ventilation in the building.
- **Non-VDOM components:** hardware, sealants, or glazing not supplied by VDOM INC. as part of the original door unit.
- **Coastal environments:** installations within 1 mile (1.6 km) of the ocean, unless specific marine-grade hardware was ordered.
- **Extreme weather events:** damage from hurricane, tornado, flood, hail, fire, lightning, or other acts of nature.

4. Installation — VDOM Recommended Installers

Proper installation is essential for the door to perform as designed. VDOM INC. does not require the use of any specific installer as a condition of warranty coverage. However, we strongly recommend working with an installer who is familiar with European-standard door systems — the installation requirements for VDOM doors differ from standard US door products in several important ways.

4.1 VDOM Recommended Installers

United Porte Inc. provides installation services in selected US markets. United Porte installers have hands-on experience with VDOM uPVC and aluminum door systems and follow the VDOM Installation Checklist on every job. If installation by United Porte is available in your area, we recommend it — not because it is required for warranty coverage, but because it tends to produce the best outcome and makes any warranty evaluation straightforward.

To inquire about installation availability in your area, contact us at sales@vdom.us or +1 (332) 777-7033.

4.2 Self-Installation and Third-Party Installers

VDOM exterior doors can be installed by the homeowner or any qualified contractor. Full warranty coverage on product defects applies regardless of who installs the door. There is no warranty penalty for self-installation or use of a third-party contractor.

!

For best results — regardless of who installs

Follow the VDOM Installation Guide included with the door. It covers rough opening requirements, support block placement, fastening spacing, sealing sequence, and hardware torque limits.

Complete the Installation Checklist (Appendix A) and keep a copy. If you ever need to make a warranty claim involving a performance issue, having documented installation details makes evaluation faster and avoids back-and-forth.

Install a protective canopy or overhang (minimum 12 in. / 30 cm projection) above the door. This is the single most impactful step you can take for long-term door performance.

For ceramic or porcelain panel doors: do not use a power driver for final hardware tightening. Maximum torque on fasteners adjacent to the ceramic surface is 2.0 Nm (18 in-lbs). Use a hand screwdriver.

4.3 How Installation Method Affects Claim Evaluation

For claims involving product defects (delamination, hardware failure, glass seal failure, etc.), installation method has no effect on coverage. These are manufacturing issues and are evaluated the same way regardless of who installed the door.

For claims involving performance issues that could be caused by either a product defect or an installation condition — such as water infiltration, air leakage, or door alignment — VDOM INC. will request installation documentation and, where practical, offer a Repair Visit (Section 7.2) to assess the issue in person before making a final determination.

Claim Type	Installation Method Matters?
Structural material defect (delamination, PVC crack, finish failure)	No — covered regardless of installer
Hardware/mechanism failure under normal use	No — covered regardless of installer
IGU fogging / glass seal failure	No — covered regardless of installer

Water infiltration / air leakage	Yes — will be assessed in context of installation documentation and/or site visit
Door misalignment / binding	Yes — assessed in context of installation; minor issues often resolved by Repair Visit
Damage from prohibited cleaning agents or impact	No — excluded regardless of installer

5. Technical Performance Standards

VDOM exterior doors are designed to meet the following performance parameters when properly installed. Each door model's Technical Data Sheet, available at www.vdom.us, specifies exact ratings for that unit.

5.1 Air Leakage

Parameter	Value / Note
Test Standard	ASTM E283
Maximum Air Leakage	0.30 cfm/ft ² at 1.57 psf (75 Pa) — per AAMA 101/I.S.2/A440
Field Note	Achieved with weatherstripping and threshold seal in serviceable condition. Replace seals if compressed or cracked — see Care Guide.

5.2 Water Penetration Resistance

Parameter	Value / Note
Test Standard	ASTM E331
Rated Pressure Resistance	Per model Technical Data Sheet (minimum 2.86 psf / 137 Pa for standard models)
Field Note	Performance requires continuous frame-to-opening sealing and intact glazing perimeter sealant. A canopy or overhang above the door is required.

5.3 Thermal Performance

Parameter	Value / Note
U-Factor	Per model Technical Data Sheet (typical range 0.28–0.38 Btu/hr·ft ² ·°F for insulated systems)
Condensation on exterior glass	Normal in humid or cold conditions. Not a defect.
Condensation on interior frame	May occur in extreme cold (below –4°F / –20°C) or with very high indoor humidity. Not a manufacturing defect.

5.4 Structural and Dimensional Requirements

Parameter	Requirement
Canopy / Overhang	Required: minimum 12 in. (30 cm) projection beyond the door face
Rough Opening Clearance	1/2 in. (12 mm) per side and at head — see Installation Guide
Sidelite Panel Width	Per model Technical Data Sheet
Threshold Modification	Field modification of threshold height exceeding 1/4 in. (6 mm) voids threshold seal performance

5.5 Ceramic and Porcelain Panel Hardware Torque Limit



Maximum fastener torque on ceramic/porcelain panel doors: 2.0 Nm / 18 in-lbs

Ceramic tile inserts will crack under excessive fastener torque. Do not use a power driver (impact driver or drill) for final tightening of any hardware adjacent to the ceramic surface.

Use a hand screwdriver or a torque screwdriver set to 2.0 Nm maximum.

Ceramic cracking caused by over-torquing is not a manufacturing defect and is not covered under this warranty.

6. How to Submit a Warranty Claim

All warranty claims must be submitted in writing. Verbal or informal claims communicated by phone call or social media message do not constitute a formal warranty submission.

6.1 Before You Submit — Try This First

Many reported issues can be resolved without a formal warranty claim. Before submitting, we encourage you to:

- **Read the Care Guide** — the answer to stiff hardware, minor condensation, or surface marks is often a simple maintenance step.
- **Contact VDOM support** — call or email us. Our team can often diagnose an issue from photos and walk you through a quick fix, saving you and us the time of a formal claim process.
- **Check hardware adjustment** — hinges on VDOM doors are 3-way adjustable. Doors that bind or have uneven gaps can often be corrected in 10 minutes without any parts replacement.

6.2 Claim Submission Steps

1. **Email your claim:** send the completed Claim Form (Appendix B) to sales@vdom.us with subject line: WARRANTY CLAIM – [Order Number].
2. **Acknowledgment:** VDOM INC. will acknowledge receipt within 48 business hours.
3. **Evaluation:** our team will review documentation and photographs. We will contact you if additional information is needed. Simple claims are typically evaluated within 5–10 business days.
4. **Remedy determination:** a written determination will be issued specifying the outcome and next steps.
5. **Resolution:** see Section 7 for remedy options and timelines.

6.3 Required Documentation

- **Completed VDOM Warranty Claim Form** (Appendix B).
- **Proof of purchase:** order number, invoice, or purchase confirmation.
- **Proof of delivery date:** delivery receipt or shipping confirmation.
- **Photographs:** minimum four photos showing (a) full door exterior, (b) full door interior, (c) close-up of the defect, (d) wider context of the defect area.
- **For glass breakage:** photos taken at or immediately after the event are required. Please describe the circumstances of discovery in detail on the Claim Form.
- **For ceramic panel cracking:** describe the tools and procedure used during hardware installation.
- **Installation documentation if available:** completed Checklist (Appendix A) or installer's name and contact. This is helpful but not required.

7. Claim Evaluation, Remedies, and Timeline

VDOM INC. applies a consistent evaluation process to all claims. Outcomes are determined by the documentation and the terms of this warranty. Our goal is to resolve every legitimate claim fairly and as quickly as possible.

7.1 Remedy Options

When a claim is approved, VDOM INC. will select the most appropriate remedy from the following, at its sole discretion:

- 1. Repair Visit** — a VDOM or United Porte technician visits the installation site to assess and, where possible, resolve the issue on the spot. This is often the fastest remedy and covers a wide range of issues: hardware adjustment, hinge adjustment, additional weatherstripping, seal touch-up, cylinder re-seating, or other minor repairs that do not require new parts. A Repair Visit will be offered as the first remedy where it has a reasonable probability of resolving the issue.
- 2. Parts Replacement** — VDOM INC. supplies replacement parts (glass unit, hardware component, panel section, frame component, weatherseal, or other component). For standard in-stock parts, these can typically be dispatched within 2–4 weeks of claim approval. Installation of replaced parts is the customer's responsibility unless a Repair Visit is arranged.
- 3. Full Door Replacement** — in cases where the defect is not repairable and no compatible replacement part is available, VDOM INC. will replace the complete door unit with one of equal or greater specification. The replacement unit carries the remainder of the original Warranty Period or 90 days from installation, whichever is longer.

7.2 When a Repair Visit Is Available

✓

Repair Visit — how it works

Available in service areas covered by United Porte Inc. Contact us to confirm availability for your location.

Scheduling: VDOM INC. will contact you within 5 business days of claim approval to arrange a visit.

What a Repair Visit can resolve: hinge adjustment (binding, uneven gaps), weatherseal addition or replacement, hardware re-alignment, lock mechanism adjustment, cylinder re-seating, threshold adjustment, minor sealant repair.

What a Repair Visit cannot resolve: structural defects requiring new components, glass unit replacement, or finish defects requiring panel replacement. These proceed to Parts Replacement.

No additional cost to the customer for an approved Repair Visit under warranty.

7.3 Timeline

Milestone	Target Timeframe
Claim acknowledgment	Within 48 business hours of receipt of complete documentation
Evaluation decision	Within 10 business days for standard claims
Repair Visit scheduling	Within 5 business days of claim approval (where available)
Parts replacement — in-stock components	2–4 weeks from claim approval
Parts replacement — manufactured-to-order components from Europe	Up to 4 calendar months from claim approval
Full door replacement	Up to 4 calendar months, depending on model and production schedule



Why some replacements take up to 4 months

VDOM doors are manufactured to order in Europe. Replacement panels, glazing units, and complete doors in non-standard configurations are not held in domestic US inventory.

When a replacement component must be manufactured and shipped from Europe, 4 months is a realistic and honest timeline. We will provide a written estimated delivery date within 5 business days of claim approval, and will update you if that date changes.

We consider a claim open and in progress until the approved remedy is delivered and the issue is resolved.

8. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, VDOM INC.'S ENTIRE LIABILITY UNDER THIS WARRANTY IS LIMITED TO THE REMEDIES DESCRIBED IN SECTION 7. VDOM INC. SHALL NOT BE LIABLE FOR:

- Any incidental, consequential, indirect, special, or punitive damages, including loss of use, loss of revenue, property damage to the building interior or envelope, or any other losses arising from door failure, regardless of whether VDOM INC. was advised of the possibility of such damages.
- The cost of removal or reinstallation of non-VDOM finishes, structures, or components that must be accessed to perform warranty repair.
- Delays in repair or replacement attributable to manufacturing and international shipping lead times as described in Section 7.3.

Some states do not allow exclusion or limitation of incidental or consequential damages, or place limits on how long implied warranties last. These limitations may not apply to you in full. This warranty gives you specific legal rights, and you may have other rights that vary by state.

9. Governing Law and Dispute Resolution

This warranty is governed by the laws of the State of New York, without regard to its conflict of law principles. Any dispute arising from this warranty that cannot be resolved through direct communication will be submitted to binding arbitration administered by the American Arbitration Association (AAA) under its Consumer Arbitration Rules, in Richmond County, New York. The arbitrator's decision is final and binding. Either party may seek injunctive or equitable relief in a court of competent jurisdiction. Nothing in this warranty limits rights the purchaser may have under applicable consumer protection laws.

APPENDIX A — VDOM INSTALLATION CHECKLIST

Keep a completed copy of this checklist for your records. If you ever submit a warranty claim involving a performance issue, this documentation will help us evaluate it quickly. A separate copy may be submitted with a warranty claim.

Checklist Item	Pass / Fail / N/A	Notes / Measurements
PRE-INSTALLATION		
Opening width measured (record dimension)	____ / Fail / N/A	
Opening height measured (record dimension)	____ / Fail / N/A	
Opening plumb and level confirmed (max 1/4 in. deviation)	Pass / Fail / N/A	
Substrate condition: clean, dry, structurally sound	Pass / Fail / N/A	
Canopy / overhang present: min. 12 in. projection confirmed	Pass / Fail / N/A	In.: ____
Door inspected for damage at delivery	Pass / Fail / N/A	
FRAME INSTALLATION		
Support blocks positioned and secured	Pass / Fail / N/A	Qty: ____
Frame level: sill horizontal confirmed	Pass / Fail / N/A	
Frame plumb: both jambs confirmed	Pass / Fail / N/A	
Frame square: diagonal measurements equal within 1/8 in.	Pass / Fail / N/A	
All anchors/fasteners installed (max 27.5 in. spacing)	Pass / Fail / N/A	Qty: ____
Frame not bowing — fasteners not over-tightened	Pass / Fail / N/A	
Installation gap filled with low-expansion foam — all sides	Pass / Fail / N/A	
SEALING		
Exterior frame-to-opening sealant applied — continuous bead	Pass / Fail / N/A	
Glass perimeter sealant intact and unobstructed	Pass / Fail / N/A	
Threshold seal installed and sealed to substrate	Pass / Fail / N/A	
All drainage holes clear and facing exterior	Pass / Fail / N/A	
Transport film removed from all profiles	Pass / Fail / N/A	
HARDWARE		
Multi-point lock mechanism tested — full cycle	Pass / Fail / N/A	
Cylinder installed and tested with all keys	Pass / Fail / N/A	
Handle installed and secure — both sides	Pass / Fail / N/A	
Hinge operation smooth — no binding	Pass / Fail / N/A	
Ceramic/porcelain panel (if applicable): torque limit 2.0 Nm confirmed	Pass / Fail / N/A	Tool: ____
FINAL CHECK		
Door opens, closes, and locks smoothly	Pass / Fail / N/A	
No contact between panel and frame when closed	Pass / Fail / N/A	
Weatherstripping making contact — all four sides	Pass / Fail / N/A	

Customer demonstrated door operation	Pass / Fail / N/A	
--------------------------------------	-------------------	--

Order / Job Number:	
Installation Address:	
Door Model / Description:	
Date of Installation:	
Installer Name:	
Installer Company (if applicable):	
Installer Phone / Email:	
Installer Signature:	
Date:	
Customer Name:	
Customer Signature (received and operating):	
Date:	

APPENDIX B — VDOM WARRANTY CLAIM FORM

Email to: sales@vdom.us | Subject line: WARRANTY CLAIM – [Order Number]

Complete all fields. Incomplete forms will be returned. Attach photographs before sending.

SECTION A — Claimant Information

Full Name:	
Phone Number:	
Email Address:	
Installation Address:	
Mailing Address (if different):	

SECTION B — Purchase and Product Information

VDOM Order Number:	
Where was this door purchased?	United Porte Inc. / Amazon / Home Depot / Other: _____
Invoice or Order Confirmation Number:	
Date of Delivery (from delivery receipt):	
Date of Installation:	
Who installed the door?	United Porte Inc. / Own contractor / Self-installed / Unknown
Installer Name (if known):	
Door Model / Description:	
Door Finish Type:	uPVC / Aluminum Powder Coat / Aluminum Sublimation / Wood Veneer / MDF
Glazing (if applicable):	Frosted / Clear / None / Other: _____
Was Installation Checklist completed?	Yes (attach if available) / No / Unknown

SECTION C — Issue Description

Date issue first noticed:	
Location of issue on door:	Panel face (ext.) / Panel face (int.) / Frame / Glass / Hardware / Threshold / Other
Describe what you see (not what you think caused it):	
Has anything changed since delivery?	
	(renovation, cleaning products used, impact events, etc.)

Canopy / overhang present above door:	Yes — projection: ____ in. / No / Unknown
Cleaning products used on the door:	
Any impact events near the door?	Yes (describe): _____ / No
Glass breakage: describe exact circumstances	
Ceramic panel cracking: installation tools used?	
Have you already attempted any repair or adjustment?	Yes (describe): _____ / No

SECTION D — Documentation Enclosed

ITEM	INCLUDED?
Photo — full door exterior	Yes / No
Photo — full door interior	Yes / No
Photo — defect close-up	Yes / No
Photo — wider context of defect	Yes / No
Proof of purchase	Yes / No
Proof of delivery date	Yes / No
Completed Installation Checklist	Yes / No / Not available
Additional photos or video	Yes / No

SECTION E — Declaration

By submitting this form, I confirm that the information provided is accurate to the best of my knowledge. I understand that submitting materially false information may result in denial of the claim.

Claimant Signature:	
Date:	

VDOM INC.

sales@vdom.us · +1 (332) 777-7033 · www.vdom.us