



LIMITED WARRANTY AND CLAIMS POLICY

Interior Doors — Swing, French, Pocket, Barn, Closet, Hidden

Warrantor VDOM INC. sales@vdom.us	Warranty Term 2 Years from date of delivery Applies To All interior doors sold under the VDOM brand <i>regardless of purchase channel</i>
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This warranty applies regardless of where the product was purchased — directly from United Porte Inc., through Amazon, Home Depot, or any other authorized dealer.

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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 the product was purchased — whether through United Porte Inc., Amazon, Home Depot, or any other authorized dealer. The retailer has no authority to extend, modify, or limit its terms.

VDOM INC. warrants that each interior door unit sold under the VDOM brand 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 only.
Purchase Channel	Warranty applies equally whether purchased through United Porte Inc., Amazon, Home Depot, or any other authorized channel.

1.3 Door Types and Package Contents Covered

This warranty covers all VDOM interior door configurations sold as complete kits, as well as slab-only purchases for the door panel itself. The standard complete kit includes the following components, all covered under this warranty:

Component	Notes
Door slab	1 1/2 in-1-9/16 in. thick; eco-veneer, painted acrylic, enamel depending on model
Door frame (jamb set)	Split-jamb or standard jamb supplied to match the ordered wall thickness
Casing / trim profiles	Interior trim for both faces of the opening
Hinges	2-4 pcs per door, Euro-style or US-style depending on model
Passage handle set	Lever or knob style; finish as selected at order
Privacy or passage latch/lock	As specified at order (passage = latch only; privacy = interior turn-button lock; keyed = cylinder lock)
Strike plate	Pre-installed or loose in hardware package
Mounting hardware (screws, bolts)	As required for handle and hinge installation



Slab-Only and Specialty Orders

Slab-only orders: warranty covers the door panel and its finish only. Frame, trim, and hardware are not included and not covered.

Pocket door kits: warranty covers the door slab and the supplied track/rail hardware set. Pocket frame (rough-in kit) is

covered if supplied by VDOM INC.

Barn door kits: warranty covers the door slab and the supplied rail and hanger hardware set.

Bifold and bypass door kits: warranty covers slabs and all supplied track hardware.

Specialty hinges and pivot systems are covered.

All accessories (additional handles, hinges, locks, stoppers, bottom sealants) purchased separately are covered for 2 years from delivery date.

2. What Is Covered

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

2.1 Door Slab — Structural and Finish Defects

- Warping, bowing, or twisting of the door slab that exceeds 3/16 in. (5 mm) measured across the panel diagonal, under normal indoor humidity conditions (35–65% RH), within 24 months of delivery.
- Delamination or lifting of the eco-veneer or painted surface from the substrate, in areas not subject to impact, heat from hair dryers or appliances, or chemical damage.
- Cracking, peeling, or adhesion failure of the factory-applied acrylic paint finish, not attributable to impact, abrasive cleaning, or improper touch-up.
- Delamination of wood veneer from the substrate on veneer-faced models, not attributable to moisture infiltration from improper installation environment (unheated spaces, garages, high-humidity bathrooms without ventilation).
- Manufacturing defects in glass inserts (inclusions, bubbles, distortion in frosted or clear glass) not identified at delivery.
- Seal failure between glass insert and door panel that was present at delivery or develops within 12 months, provided the door was not cleaned with liquid applied directly to the glass-panel joint.

2.2 Frame, Casing, and Trim Defects

- Splitting, cracking, or structural failure of the door frame (jamb) under normal use and normal indoor conditions.
- Delamination or finish failure of the casing/trim profiles matching the covered finish defects described in Section 2.1.
- Dimensional inconsistency in the frame set that prevents correct assembly per the supplied instructions.

2.3 Hardware Defects

- Failure of the supplied passage or privacy handle set — mechanism stiff or inoperable, lever or knob loose or detached, finish peeling — under normal residential use.
- Failure of the supplied latch mechanism to engage or retract under normal operation.
- Hinge failure or visible deformation under normal door weight and normal residential traffic.
- Failure of the supplied lock cylinder (where included) under normal key operation.
- For barn and bypass doors: failure of the track system, rollers, or hangers under normal residential sliding use within the rated door weight.
- For pocket doors: failure of the supplied rail hardware preventing smooth operation, where the failure is not caused by obstruction in the pocket cavity or building settlement.
- For hidden door systems: failure of the magnetic latch, hidden hinge mechanism, or pivot hardware under normal residential use.

3. What Is Not Covered

The following conditions and damage types are excluded from warranty coverage. These exclusions target situations where the product itself is not at fault.

3.1 Environment and Use Exclusions

- **Interior-only use restriction:** VDOM interior doors are designed and rated for use inside conditioned living spaces only. Installation in garages, unheated outbuildings, unconditioned basements, exterior entry positions, or any space with sustained humidity above 70% or temperatures below 40°F (4°C) voids coverage for all moisture-related and dimensional defects. Any direct outdoor exposure — rain, frost, prolonged UV — will cause irreversible damage and is not covered.
- **Humidity outside the rated range:** door warping, swelling, or dimensional change caused by sustained indoor humidity above 70% or below 20%. The rated operating range for VDOM interior doors is 35–65% RH. Damage from a dry winter with no humidification, or a bathroom without functioning exhaust ventilation, is excluded.
- **Moisture at the glass-to-panel joint:** swelling of the door panel adjacent to a glass insert, caused by liquid — including cleaning solutions — being sprayed directly at the door face and allowed to seep into the glass-panel joint. MDF and engineered wood cores swell irreversibly when water reaches them through this path. This damage is permanent and not a manufacturing defect.
- **Extreme temperatures:** dimensional changes, finish cracking, or seal failure caused by exposure to direct sustained sunlight through windows, proximity to heating vents or radiators, or surface temperatures above 140°F (60°C).

3.2 Assembly and Installation Exclusions

VDOM interior doors ship unassembled. The frame and casing require on-site assembly per the supplied instructions. Damage caused by incorrect assembly or installation is not covered, including:

- Frame assembled without checking plumb and square, causing the door to bind or fail to latch.
- Hinges installed with incorrect screw length or without engaging the full hinge leaf depth, causing hinge pull-through or door sag.
- Handle bore not drilled or drilled at incorrect backset, damaging the door panel.
- Frame shimmed unevenly, causing the door slab to make contact with the jamb and causing surface damage.
- Rough opening undersized, causing the frame to be forced in and the door to bind.

If the door was installed by United Porte Inc. or an experienced contractor and an assembly-related issue occurs, contact us first — we will assess whether the issue is installation-related or a product defect before making a warranty determination.

3.3 Damage and Misuse Exclusions

- **Impact and physical damage:** chips, dents, gouges, scratches, or cracks caused by impact from furniture, tools, door stops, handles hitting walls, pets, or any physical contact. These are not manufacturing defects.
- **Improper cleaning:** finish damage from bleach, ammonia, acetone, all-purpose spray cleaners, steam cleaners, or abrasive pads. Reference the VDOM Interior Door Care Guide for approved methods.
- **Unauthorized modification:** drilling, cutting, painting, or hardware changes made without following the door manufacturer's guidelines. Applying window film, tints, or adhesive materials to glass inserts voids glass coverage.

- **Normal wear:** minor surface scuffs at handle height, gradual sheen change in high-traffic areas, and handle finish wear from normal use are not defects.

3.4 Component-Specific Exclusions

- **Third-party hardware:** any handle, lock, hinge, or track not supplied by VDOM INC. with the original order.
- **Touch-up painting:** visible paint brush marks, sheen differences, or color variation in customer-applied touch-up paint are not defects. Factory spray finishes cannot be exactly replicated by brush application.
- **Slab-only orders:** frame, casing, hardware, and installation-related issues are excluded. Only the door panel and its factory finish are covered.
- **Primed doors not fully painted:** primed-only slabs that were installed without applying finish paint on all six surfaces (including all four edges) are excluded from moisture-related coverage. All edges must be sealed before installation.

4. Installation and Assembly

VDOM interior doors ship disassembled into the following packages: door slab, frame components (jamb + head), casing/trim profiles, and hardware (hinges, handle, latch, strike plate). Assembly of the frame and installation in the rough opening are the customer's or installer's responsibility.

4.1 Who Can Install

VDOM interior doors can be installed by the homeowner, a general contractor, or any finish carpenter. No specific certification is required for warranty coverage. United Porte Inc. offers professional installation services in selected US markets — contact sales@vdom.us to check availability in your area.



For best installation results

Follow the VDOM Interior Door Installation Guide included in the box or use the included QR code. It covers rough opening requirements, frame assembly sequence, shimming, and hardware installation.

Complete the Assembly Checklist (Appendix A) and keep a copy. If a warranty claim arises related to assembly, this documentation helps resolve it quickly.

For primed-only slabs: apply finish paint (acrylic) to all six surfaces — including the top edge, bottom edge, hinge edge, and lock edge — before installation. Unsealed edges are the most common cause of door swelling.

Do not install VDOM interior doors in garages, unheated spaces, or any environment subject to outdoor conditions.

5. How to Submit a Warranty Claim

All warranty claims must be submitted in writing. Verbal or informal claims do not constitute a formal submission.

5.1 Before You Submit

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

- **Read the VDOM Interior Door Care Guide** — surface marks, minor hardware stiffness, and small gaps are often addressed by simple maintenance.
- **Contact VDOM support first** — call or email us. Our team can often diagnose the issue from photos and walk you through a quick fix.
- **Check hardware adjustment** — hinges can be adjusted in or out, and the strike plate position can be moved to correct a latch that does not engage. These are not warranty issues.

5.2 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 photos. Simple claims are typically evaluated within 5–10 business days.
4. **Decision:** a written determination will be issued specifying the outcome and next steps.
5. **Resolution:** see Section 6 for remedy options and timelines.

5.3 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 from one side, (b) full door from the other side, (c) defect close-up, (d) wider context of the defect area.
- **For glass-related claims:** photos taken at or close to the time the issue was first noticed.
- **For hardware failure:** a short video (10–30 seconds) showing the mechanism behavior is more useful than photos alone for latch and handle claims.
- **Assembly documentation if available:** completed Checklist (Appendix A) or installer's name.

6. Claim Evaluation, Remedies, and Timeline

VDOM INC. applies a consistent evaluation process to all claims. Our goal is to resolve every legitimate claim fairly and efficiently.

6.1 Remedy Options

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

- 1. Repair Visit** — a VDOM or United Porte technician visits the installation to assess and, where possible, resolve the issue on-site. Typical on-site fixes include: hinge adjustment, strike plate repositioning, handle re-seating, latch lubrication, and minor surface touch-up. Available in service areas covered by United Porte Inc.
- 2. Parts Replacement** — VDOM INC. supplies replacement components (handle, latch, hinge, section of casing, glass insert, or door panel). Standard in-stock replacement parts are typically dispatched within 2–4 weeks of claim approval. Installation of replaced parts is the customer's responsibility unless a Repair Visit is arranged.
- 3. Door Replacement** — in cases where the defect is not repairable and no replacement part is available, VDOM INC. will replace the complete door unit. The replacement carries the remainder of the original Warranty Period or 90 days from delivery of the replacement, whichever is longer.

6.2 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 address: hinge adjustment (binding, sagging door), strike plate repositioning (latch not catching), handle re-seating or tightening, latch lubrication, minor surface touch-up, casing gap correction.

What requires parts: glass insert replacement, door panel replacement for finish defects, full handle set replacement. These proceed to Parts Replacement after the Repair Visit confirms the issue.

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

6.3 Timeline

Milestone	Target Timeframe
Claim acknowledgment	Within 48 business hours of complete submission
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 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, glass inserts, and complete doors in non-

standard configurations, finishes, or sizes are not held in domestic US inventory.

When a replacement must be manufactured and shipped from Europe, 4 months is a realistic and honest timeline. VDOM INC. 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.

7. 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 6. VDOM INC. SHALL NOT BE LIABLE FOR:

- Any incidental, consequential, indirect, special, or punitive damages, including loss of use, property damage, 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, flooring, or other materials 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 6.3.

Some states do not allow exclusion or limitation of incidental or consequential damages. 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.

8. 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 INTERIOR DOOR ASSEMBLY AND INSTALLATION CHECKLIST

Keep a completed copy for your records. Submitting this with a warranty claim involving a fit or alignment issue helps us evaluate it quickly.

Checklist Item	Pass / Fail / N/A	Notes
PRE-INSTALLATION		
Rough opening width measured: door width + min. 2 in.	____ / Fail / N/A	RO: ____
Rough opening height measured: door height + min. 1.5 in.	____ / Fail / N/A	RO: ____
Rough opening plumb confirmed (max 1/8 in. deviation)	Pass / Fail / N/A	
Wall thickness matched to frame jamb depth	Pass / Fail / N/A	Wall: ____
Door slab inspected for damage before assembly	Pass / Fail / N/A	
For primed slabs: all six surfaces painted before installation	Pass / Fail / N/A	
FRAME ASSEMBLY		
Frame assembled per supplied instructions	Pass / Fail / N/A	
Frame square: diagonal measurements equal within 1/8 in.	Pass / Fail / N/A	Diag: ____
Frame plumb: both jambs vertical	Pass / Fail / N/A	
Frame level: head jamb horizontal	Pass / Fail / N/A	
Frame shimmed evenly on hinge side and lock side	Pass / Fail / N/A	
Shims secured before nailing / fastening	Pass / Fail / N/A	
HINGE INSTALLATION		
Hinges mortised or surface-mounted per supplied instructions	Pass / Fail / N/A	
All hinge screws driven fully — no stripping	Pass / Fail / N/A	
Door slab hung and swings freely — no binding	Pass / Fail / N/A	
Consistent reveal around perimeter (approx. 1/8 in.)	Pass / Fail / N/A	
HARDWARE INSTALLATION		
Handle bore not re-drilled or modified	Pass / Fail / N/A	
Handle set installed per supplied instructions	Pass / Fail / N/A	
Latch retracts and extends smoothly	Pass / Fail / N/A	
Strike plate positioned: latch engages cleanly	Pass / Fail / N/A	
Handle lever / knob operates without stiffness	Pass / Fail / N/A	
Privacy lock (if applicable): turn-button and release pin tested	Pass / Fail / N/A	
CASING / TRIM		
Casing installed both sides, gaps within 1/8 in.	Pass / Fail / N/A	
Nail holes filled and sanded if painting on-site	Pass / Fail / N/A	
FINAL CHECK		
Door closes and latches without force	Pass / Fail / N/A	

No binding at top, hinge side, or lock side	Pass / Fail / N/A	
Customer demonstrated door operation	Pass / Fail / N/A	

Order / Job Number:	
Installation Address:	
Door Model / Description:	
Door Configuration:	Swing / French / Pocket / Barn / Bifold / Bypass / Hidden
Date of Installation:	
Installer Name:	
Installer Phone / Email:	
Installer Signature:	
Date:	
Customer Name:	
Customer Signature (received and operating):	
Date:	

APPENDIX B — VDOM WARRANTY CLAIM FORM — INTERIOR DOORS

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

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

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:	
Door Configuration:	Swing / French / Pocket / Barn / Bifold / Bypass / Hidden / Other
Door Finish:	Eco-Veneer / Painted Acrylic / Primed
Glass Insert?	Yes (type: _____) / No
Who installed the door?	United Porte Inc. / Own contractor / Self-installed / Unknown
Installer Name (if known):	
Was the Assembly Checklist completed?	Yes (attach if available) / No / Unknown

SECTION C — Issue Description

Date issue first noticed:	
Which component is affected?	Door slab / Frame / jamb / Casing / trim / Handle / Latch / lock / Hinge / Glass / Track / rail / Other
Describe what you see (not what you think caused it):	
Has anything changed since delivery?	
	(renovation, humidity issues, cleaning products used, impact events)
Where is the door installed?	Bedroom / Bathroom / Kitchen / Office / Closet / Hallway / Other

Is this a bathroom or high-humidity room?	Yes (ventilation present: Yes / No) / No
Cleaning products used on the door:	
Any impact events?	Yes (describe): _____ / No
For handle / latch: describe the exact behavior	
Have you attempted any repair?	Yes (describe): _____ / No

SECTION D — Documentation Enclosed

ITEM	INCLUDED?
Photo — full door from one side	Yes / No
Photo — full door from opposite side	Yes / No
Photo — defect close-up	Yes / No
Photo — wider context of defect	Yes / No
Video (for handle / latch / track issues)	Yes / No / Not applicable
Proof of purchase	Yes / No
Proof of delivery date	Yes / No
Completed Assembly Checklist	Yes / No / Not available

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.

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