



Making Pets Happy Around The World Since 1985™

5 YEAR LIMITED NO FAULT WARRANTY

Thank you for doing business with Hale Pet Door™. We are sure you will receive years of excellent service with your purchase. If the product does not meet your expectations, please contact our office for return authorization and return it within 30 days of purchase for a full refund of the purchase price. Be sure to pack the product well as we can only give 50% credit for a damaged pet door.

Hale Pet Door guarantees and warrants, subject to the conditions and restrictions stated below, that the Hale Pet Door™ products and component parts thereof, purchased from Hale Pet Door shall be free from any defects in materials and workmanship. The warranty period for all Hale Pet Door™ model pet doors is effective from the date of purchase and extends to the anniversary date marking the end of the fifth year. We agree to exchange or repair at our expense, F.O.B. our plant or warehouse any unit found to be defective in workmanship and/or material, subject to plant inspection. (See notes A-D below)

- 1st year – 100% of all parts and labor (labor covered only if originally installed by Hale Pet Door)
- 2nd year - 50% of all parts and labor (labor covered only if originally installed by Hale Pet Door)
- 3rd year – 40% of all parts and labor (labor covered only if originally installed by Hale Pet Door)
- 4th year – 30% of all parts and labor (labor covered only if originally installed by Hale Pet Door)
- 5th year – 20% of all parts and labor (labor covered only if originally installed by Hale Pet Door)

This warranty does not include shipping to Hale Pet Door or any field service labor unless the product was installed by Hale Pet Door™.

A-Glass Breakage: We use fully tempered glass of the greatest quality and strength available for each application. It also meets or exceeds all safety glazing laws and codes in the United States. Even tempered glass will break on occasion, but it is very rare. When there is a breakage of glass, for whatever reason, within the FIRST YEAR, we will replace the unit for 50% of the current total price. There is no warranty on glass after the first year.

B-Parts Damaged by Misuse or Neglect: Hale Pet Door will pay 20% of the cost of the current list price of parts. No reimbursement shall be greater than the price of the replacement part.

C-Omni Oversize Panels: This application is not recommended. Therefore, we will warranty 50% of the cost of the panel for the first year. However, the pet door itself is covered per our standard warranty.

D-Flaps: This warranty covers both our standard and custom size flaps. However, If additional strikes are added, the flaps are not covered under warranty due to possibility of premature failure because of the extra weight and stress. **Flaps are covered by the above warranty policy for one time replacement at warranty discount. After the first warranty replacement, the flaps must be purchased at full retail price. The 5 Year Warranty Period restarts beginning with the full price replacement. Warrantied flaps must be returned with an included PrePaid Shipping label after the replacement flaps are installed. Customer may be required to send photos of the defective flaps before the warranty discounted flaps are shipped.**

Hale Pet Door will credit 50% towards the cost of a replacement Hale Pet Door™ that was damaged due to miscutting, mismeasuring or any other damage due to no fault of Hale Pet Door Hale Pet Door will not accept any responsibility beyond 50% if damage is due to no fault of Hale Pet Door. This document supercedes any previous warranty documents.

HALE PET DOOR™ 1-800-646-4773

HALE PET DOOR RESERVES THE RIGHT TO INSPECT ANY AND ALL PRODUCTS BEFORE HONORING ANY CLAIM.

HALE PET DOOR: 213 South 8th Street, Cañon City, CO 81212 719-269-7400
800-646-4773 info@halepetdoor.com www.halepetdoor.com

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