



ARAZZINNI Interior Door Limited WARRANTY

ARAZZINNI designs and manufactures its products in compliance with the quality management system under ISO 9001 Standards, Which envisage constant monitoring of the product through all the production stages.

What our warranty covers:

ARAZZINNI warranty to the original owner of your ARAZZINNI product exhibits a defect in material within (2) years from the date of purchase, we will, at our opinion, repair, replace or refund the purchase price of the product or component part.

How to file a claim

If you have problem with ARAZZINNI door(s) or materials, please contact the dealer whom you made the original purchase with.

In order to submit warranty claim directly with us you can choose from the options below:

1. Online

This is the fastest and easiest way to file a claim. Go to arazzinni.com/warranty-claim and follow the instructions on that page.

2. By Email

You may download the form here: arazzinni.com/customer-support fill it out email it to support@arazzinni.com

3. By Mail

You can also download the form here: arazzinni.com/customer-support fill it out, print and mail it to the following address:

Arazzinni Warranty Processing Department
970 New Brunswick Ave
Unit 4
Rahway
NJ 07065
Email: support@arazzinni.com
Fax: (866) 531-8594

What happens after a claim is filled

Upon receiving your notification, we will send out an acknowledgment within (3) three business days to the contact, which you had provided. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification. If your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

If your claim is accepted, and we choose to repair or replace the product or a component of the product, the replacement product/component will be provided in the same specification as the original product.

What this warranty does not cover

- Normal wear and tear, including wear of weather-strip; and natural weathering of surfaces ,variations in the color or texture of wood/finish; surface cracks that are less than 1/32" in width and/ or 2" in length;
- Problems due to misuse or abuse; failure to follow the care and maintenance instructions; or as a result of any cause beyond our reasonable control (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Warp for any 3'6" wide by 8' 0" high by 1 3/4", or smaller door slab, which does not exceed 1/4" in the plane of the door slab itself; door slabs wider and/or higher are not guaranteed for warp.
- Slight expansion or contraction due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity,
- Wood decay for wood components
- Structural integrity issues or other problems caused by improper field fitting of the hardware, improper sizing of the door slab, or other assembly problems.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect. Slight color variations in glass are not considered a defect.
- Hardware, accessories or inserts that are not provided by us.
- Cost for labor, removal or disposal of defective product(s), installation or finishing of the replacement door or component.
- Incidental or consequential damage. Some states/ provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

Important Legal Information

Please read this carefully. It affects your rights. This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein in the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Original purchaser agrees that they may assert claims against ARAZZINNI in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. Rejection of these dispute resolution provisions must be sent to ARAZZINNI at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

No distributor, dealer or representative of ARAZZINNI has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.