



Standard Limited Warranty

Coverage Summary			
CONTRACT ID		[CONTRACT NUMBER]	
CONTRACT OWNER		[FIRST LAST]	
CONTRACT ADDRESS		[ADDRESS 1] [ADDRESS 2] [CITY STATE ZIP]	
CONTRACT OWNER PHONE		[XXX-XXX-XXXX]	
CONTRACT OWNER EMAIL		[EMAIL ADDRESS]	
CONTRACTOR/SELLER		[COMPANY NAME – COMPANY PHONE] [STREET ADDRESS CITY STATE ZIP]	
INSTALL/CLOSING DATE		[DATE]	
GARAGE REGISTRATION DATE		[DATE]	
TERM		[YEARS]	
COVERAGE DESCRIPTION		[COVERAGE DESCRIPTION]	
CONTRACT PURCHASE DATE		[DATE]	
COVERAGE START DATE		[DATE]	
COVERAGE EXPIRATION DATE		[DATE]	
TOTAL CONTRACT PRICE		[\$.\$\$]	
TOTAL LIMIT OF LIABILITY		\$1,300	
Coverage Information			
1. COVERAGE ID: <<COVERAGE NUMBER>>		SKU: <<SKU NUMBER>>	
GARAGE DOOR : <<PRODUCT DESCRIPTION>>	Brand: <<Windsor>>	MODEL NUMBER: <<MODEL NUMBER>>	SERIAL NUMBER: <<SERIAL NUMBER>>
GARAGE OPENER: <<PRODUCT DESCRIPTION>>	Brand: <<BRAND NAME>>	MODEL NUMBER: <<MODEL NUMBER>>	SERIAL NUMBER: <<SERIAL NUMBER>>
2. COVERAGE ID: <<COVERAGE NUMBER>>		SKU: <<SKU NUMBER>>	
GARAGE DOOR : <<PRODUCT DESCRIPTION>>	Brand: <<Windsor>>	MODEL NUMBER: <<MODEL NUMBER>>	SERIAL NUMBER: <<SERIAL NUMBER>>
GARAGE OPENER: <<PRODUCT DESCRIPTION>>	Brand: <<BRAND NAME>>	MODEL NUMBER: <<MODEL NUMBER>>	SERIAL NUMBER: <<SERIAL NUMBER>>

Standard Limited Warranty Terms and Conditions

This Limited Warranty is a legal agreement. By receiving or registering this warranty, You confirm that You have reviewed and understood its terms and conditions, including any applicable state-specific provisions. This Limited Warranty, together with the Coverage Summary, constitutes the entire agreement between You and Us. No representation, promise, or condition outside of this Limited Warranty will alter its terms. This Limited Warranty is not a contract of insurance.

I. Definitions:

1. **“We”, “Us” and “Our”** shall mean the **Windsor America** and its subsidiaries: **Garage Door Services, Lodi, and Jacobs Overhead Door**.
2. **“You” and “Your”** means the individual or entity who purchased this Contract or the individual or entity to whom this Contract was transferred in accordance with these terms and conditions.
3. **Contractor:** The provider that completed the installation and responding responds to a Service Event.
4. **Breakdown:** A mechanical or electrical failure of the Covered Product(s) under this Contract to perform its fundamental operation(s) in normal service and when properly cleaned and serviced, as defined by the manufacturer, NOT including a reduction in operating efficiency.

III. **This Limited Warranty Agreement** outlines the terms and conditions applicable to homeowners purchasing or receiving our products and services. Please carefully read this document to understand the coverage provided. This warranty does not limit or exclude any statutory rights or implied warranties that may exist under your state laws where applicable.

IV. **Coverage Period:** Warranty coverage begins on the date of installation or at the close of escrow for newly constructed homes, whichever occurs first, and expires as outlined below unless it is renewed, canceled, or all obligations under the warranty have been fulfilled. If the warranty is registered with Secure Door Shield, a declarations page with detailed coverage terms and dates will be issued. Without registration, coverage defaults to the Standard Warranty, and a declarations page may not be provided.

1. **Standard Warranty:** This warranty automatically includes parts and labor coverage for one (1) year from the date of installation or at the close of escrow for newly constructed homes, whichever occurs first. No registration or additional documentation is required for this level of coverage.
2. **Extended Warranty:** If the warranty is registered with Secure Door Shield, parts and labor coverage is extended to two (2) years. Registered customers will receive a declarations page outlining the coverage terms and dates.
3. **Optional Additional Coverage:** Homeowners may purchase extended coverage for up to five (5) years. For more details and to explore enhanced coverage options, visit <https://www.securedoorshield.com/>.

V. **What is Covered:** This Limited Warranty applies exclusively to residential garage doors and motor systems. Coverage includes any issues or defects that can be recognized as directly caused by improper or incorrect installation of the garage door or garage door motor by Windsor America or its subsidiaries. The warranty specifically covers the following:

1. **Garage Door Components:**
 - i. Garage door panels.
 - ii. Hinges, rollers, tracks, and fasteners.
 - iii. Associated hardware necessary for proper door operation.
2. **Motor Systems:**
 - i. The motor itself.
 - ii. Rail, chain, or belt systems.
 - iii. Safety eyes.
 - iv. Wall station/button.
 - v. Remotes and keypads.
3. **Installation Defects:**
 - i. Misalignment of tracks or hardware that hinders proper door operation.
 - ii. Loose or improperly secured fasteners or brackets.
 - iii. Incorrect calibration or programming of the motor system.
 - iv. Faulty wiring or electrical connections related to the garage door motor.
4. **Operational Failures:**
 - i. Issues arising from incorrect leveling or balancing of the garage door.
 - ii. Malfunctioning safety systems caused by improper installation.
5. **Material and Labor:**
 - i. Labor costs for correcting installation-related defects.
 - ii. Replacement of defective components necessary to restore the product to proper operation.
6. **Exclusions:** Coverage does not apply to any accessories that are used in conjunction with or to enhance the product's

VI. Your Responsibilities

1. Purchase the Contract for Your Product(s) within 1-year (365 days) from the original Product's installation date. If the information provided to Us regarding the Product's original installation or startup date is incorrect, the Product may be ineligible for coverage.
2. Retain and provide your Contractor with a complete copy of proof of purchase, if requested, at time of Your request for service.
3. Properly maintain, inspect, store, care for, including clean, and/or use Your Product according to the manufacturer instructions, and if Your Product becomes damaged, You must take necessary steps to protect it against any further damage. If We determine that any loss or damage has occurred as a direct result of not performing any of the foregoing, Your request for service will be denied.
4. **Maintenance Requirements:**
 - i. Regular maintenance is required to ensure the door and motor remain in good working condition. This includes:
 - ii. Semi-annual lubrication of all moving parts and the motor rail.
 - iii. Inspection of door balance and safety features.
 - iv. Immediate reporting of any issues to Windsor America or its subsidiaries.

VII. To Obtain Service: To request service, please contact the Contractor listed on Your Coverage Summary and explain the problem.

1. Notice of any Breakdown must be given to the Contractor listed on Your Coverage Summary immediately upon discovery and must have occurred during the Coverage Term.
2. After the Contractor's diagnosis, if it is determined that coverage under this Contract does not apply, or no Breakdown is discovered, You are required to pay the Contractor directly for all charges incurred, including access and diagnosis. You may then choose to have any necessary repair completed at Your expense.

VIII. What's Not Covered

- a. **Normal wear and tear.**
- b. **Pre-existing conditions, defects or deficiencies present prior to the Contract Start Date that are known to You.**
- c. **Inherent design defects or manufacturer's defects that are visible or known before coverage begins.**
- d. **Remotes that are lost, stolen, or damaged due to misuse, neglect, or circumstances outside of normal and intended use.**
- e. **Intentional damage or damage resulting from negligence or misuse.**
- f. **Lost or stolen items, or parts that are irretrievably lost.**
- g. **Products fraudulently described or materially misrepresented.**
- h. **Secondary damage or collateral damage resulting from other covered repairs.**
- i. **Maintenance and servicing, except as expressly included in the coverage, including adjustments, alignments, and cleaning.**
- j. **Damage from external sources such as weather conditions, improper electrical supply, installation or assembly, vandalism, collision, animal or insect infestation, rust, corrosion, or natural disasters.**
- k. **Modifications or alterations not performed by authorized service providers which affect the functionality or integrity of the product.**
- l. **Damage due to improper care including failure to follow manufacturer's instructions for operation and maintenance, or use of incorrect settings.**
- m. **Cosmetic damage or parts that does not affect the functionality of the product, such as scratches or dents.**
- n. **Consumable items such as light bulbs, lubricants, batteries, or items designed to diminish over time and require regular replacement.**
- o. **Windows**
- p. **Non-residential use including commercial or industrial use, which is outside the scope of residential coverage.**
- q. **Altered or missing serial numbers which could affect the ability to service or verify the product.**
- r. **Failures covered by manufacturer's warranty, manufacturer's recall or defects that are the responsibility of the manufacturer.**
- s. **No Problem Found diagnoses where the product does not require repair to restore functionality.**
- t. **Inaccessible products that cannot be serviced without additional costs or risks.**
- u. **Additional charges incurred for service outside of standard business hours or premium services not included in the basic coverage.**
- v. **Governmental and code regulations requiring upgrades or modifications to meet current standards.**

- w. Items outside the contiguous United States, unless coverage for such locations was expressly agreed upon.
 - x. Failures covered by another service contract or warranty, including overlapping coverage from other providers.
- a. Any loss arising out of the unauthorized access or use of any system, software, hardware, or firmware, or any modification, reprogramming, destruction, or deletion of data or software by any means.

IX. Manufacturer's Warranty: Parts and services covered during the manufacturer's warranty period are the responsibility of the manufacturer. Your Product(s) may have a labor and/or parts warranty from the manufacturer that may provide additional or overlapping coverage with this Contract. Review Your manufacturer's warranty. Nothing in the Contract will limit or discharge any manufacturer's obligations. If Your Covered Product is replaced by the manufacturer, Your replacement device will become the Covered Product under this Contract, provided You contact us to provide the serial number and any other information requested so that We can properly identify the new product as the Covered Product.

X. WAIT PERIOD: NO WAIT PERIOD APPLIES TO THIS CONTRACT.

XI. Service Fee: No Service Fee applies to this Contract

XII. Limit of Liability

The Limit of Liability is the maximum amount We will pay during the Term of this Contract. The Limit of Liability for the Covered Product is shown on the Coverage Summary. Should the amount paid by Us for authorized repairs, parts, and other coverage and benefits (e.g., Food Loss, Power Surge, etc.) for any individual Covered Product reach the Limit of Liability shown on the Coverage Summary during the Term, or if We replace Your Covered Product or provide You with a Settlement reflecting the cost of a replacement Product during the Term, no further coverage is provided for that Covered Product for the remainder of the Term, and the obligations of the Us under this Contract will be deemed fully satisfied by Us for that Covered Product.

THE TOTAL LIABILITY UNDER THIS CONTRACT WILL NOT EXCEED THE LIMIT OF LIABILITY FOR THE COVERED PRODUCT OR THE TOTAL CONTRACT LIMIT OF LIABILITY, IF APPLICABLE, UNDER ANY CIRCUMSTANCES.

In the event Your Contract is renewed, the Limit of Liability will reset at the Contract Start Date of each renewed Contract for the remainder of that renewal Term.

IN NO EVENT WILL WE BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE, LOSS OF USE, LOSS OF BUSINESS, LOSS OF PROFITS, LOSS OF DATA, DOWN-TIME, AND CHARGES FOR TIME AND EFFORT RELATING DIRECTLY OR INDIRECTLY TO THIS CONTRACT.

XIII. Transferability:

This Contract may be transferred to a subsequent purchaser of the Product at no additional charge. To transfer, contact your servicing contractor or call the number listed on Your Coverage Summary. Proof of purchase receipt, as well as any service repair receipts must be transferred to the new owner. The remaining Limit of Liability applies to the new owner. This warranty must be transferred within 60 days of ownership change in order to remain valid.

XIV. Cancellation of Contract: We reserve the right to cancel this Contract for nonpayment of the Total Contract Price or other breach of this Contract by You, fraud or misrepresentation by You or Your representative of facts material to Our issuance of this Contract, or a change in laws or regulations that has a material effect on Our business or Our ability to fulfill Our obligations under this Contract. Notice of cancellation will be sent to Your current address in Our file (email or physical address as applicable), with the reason for and effective date of such cancellation. If We cancel this Contract, You will receive a pro-rata refund based upon the same criteria as above. In the event of cancellation for customer fraud or material misrepresentation, We may demand immediate payment of the cost of all services provided to You, less any payments made, and no refund of any kind will be issued.