TERMS OF BUSINESS AND GENERAL INFORMATION

Establishing Credit:

All prospective AMDOR Inc. accounts must complete a "Credit Information Request" form. This application must be signed by a company officer.

Accounts:

All approved accounts are strictly net 30 days. Interest of 2% per month will be charged on all unpaid invoices beginning 60 days after the invoice date.

Pricing:

The possession of a particular price list by a Company or individual must not be construed as an offer to provide goods or services at the prices shown. Published price lists are subject to change without notice.

Shipping:

F.O.B. Lancaster, New York or Burlington, Ontario. AMDOR Inc. reserves the right to use the carrier of our choice on all pre-paid shipments.

Shortages:

Claims for shortages on shipments must be made within 14 days of the shipping date as shown on your packing slip.

Return Policy: AMDOR Inc. manufactures high quality roll-up doors to the exacting specifications of our customers. Due to the custom nature of this product signed purchase orders are considered non-cancelable binding agreements.

WARRANTY INFORMATION

AMDOR® Roll-Up Doors

All AMDOR Inc. roll-up door products are warranted for a period of 36 months from the date of delivery (with the exception of wet paint adhesion - please see below). AMDOR Inc. liability covers the replacement or repair of any component that fails due to defects in material and / or workmanship during the coverage period. We accept no liability for claims made for damages to any part (or parts) of a vehicle and / or machine (of any type) or injury claims by a person or persons assumed or alleged to have been brought about by the use or misuse of any product supplied by AMDOR Inc. Warranty coverage does not extend to door attachments including (but not limited to) decals, emblems, stripes and adhesives.

In order to initiate the claims process please contact your authorized representative of AMDOR Inc. Warranty claims must be accompanied by a written description providing full and reasonable details as to the nature of the defect. Upon receipt of your claim arrangements will be made to inspect the defective product (if necessary). Justified warranty claims will be repaired, exchanged, or credited to the customer's account at AMDOR Inc.'s discretion. All warranty claims must be approved in writing by the Customer Service Manager for AMDOR Inc. There are no exceptions to this clause.

Limited warranty coverage includes the labor associated with the disassembly and assembly of products deemed to be defective by AMDOR Inc. Labor allowances are based on a set time schedule as determined by AMDOR Inc. The maximum allowable hourly labor rate is $65. All warranty labor claims must be approved in writing by an authorized representative of AMDOR Inc. prior to commencement of work. Allowances for removal and installation:

Curtain replacement:	3/4 hour
Balancer replacement:	1 hour
Door ajar switch	3/4 hour
Bottom Panel Assembly:	1/2 hour
Slat replacement:	3/4 hour
Door removal and replacement	1 1/2 hours

Items authorized for return must be accompanied by a Return Goods Authorization (RGA) number. We will accept collect shipments of items deemed to be defective provided that they are returned via the most economical carrier. Should items be returned by means other than the most economical carrier the difference will be charged back to the sender.

AMDOR Inc. reserves the right to reject any claim when a product has been opened, interfered with or modified. Claims may also be rejected when damage to the product (or any sub-assembly) has been brought about by accident, misuse, abuse, vandalism, incorrect installation, temperature extremes, chemical exposure or any factor other than regular operating conditions.

Luma Bar® LED Lighting Products

All Luma Bar LED Lighting products are warranted for a period of 36 months from the date of delivery to the original purchaser. AMDOR Inc. liability covers the replacement or repair of any component that fails due to defects in material and / or workmanship during the coverage period. We accept no liability for claims made for damages to any part (or parts) of a vehicle and / or machine (of any type) or injury claims by a person or persons assumed or alleged to have been brought about by the use or misuse of any Luma Bar product supplied by AMDOR Inc.

In order to initiate the claims process please contact your authorized representative of AMDOR Inc. Warranty claims must be accompanied by a written description providing full and reasonable details as to the nature of the defect. Upon receipt of your claim arrangements will be made to inspect the defective product (if necessary). Justified warranty claims will be repaired, exchanged, or credited to the original customer's account at AMDOR Inc.'s discretion. All warranty claims must be approved in writing by the Customer Service Manager for AMDOR Inc. There are no exceptions to this clause.

Limited warranty coverage includes the labor associated with the disassembly and assembly of products deemed to be defective by AMDOR Inc. Labor allowances are based on a set time schedule as determined by AMDOR Inc. The maximum allowable hourly labor rate is $65. All warranty labor claims must be approved in writing by an authorized representative of AMDOR Inc. prior to commencement of work.

Items authorized for return must be accompanied by a Return Goods Authorization (RGA) number. We will accept collect shipments of items deemed to be defective provided that they are returned via the most economical carrier. Should items be returned by means other than the most economical carrier the difference will be charged back to the sender. The carrier and level of service utilized for the returned goods must be approved by the Customer Service Manager for AMDOR Inc.

AMDOR Inc. reserves the right to reject any claim when a product has been opened, interfered with or modified. Claims may also be rejected when damage to the product (or any sub-assembly) has been brought about by accident, misuse, abuse, vandalism, incorrect installation, temperature extremes, voltage spikes, chemical exposure or any factor other than regular operating conditions.

Limited Wet Paint Match Adhesion Warranty

AMDOR Inc. warrants wet paint finishes applied by AMDOR utilizing our approved factory paint specification. All wet paint match colors must be approved in writing by an authorized OEM representative; AMDOR Inc. will provide a color spray out for this purpose.

The time required for shipping and consideration of initial color spray outs will be considered over and above stated lead times. Warranty coverage will extend for a period of not less than 7 years from the date of delivery as determined by AMDOR Inc.'s Packing Slip.

AMDOR reserves the right to determine whether individual units will be replaced and / or repaired by an AMDOR approved vendor. An allowance will be made for labor associated with the disassembly and assembly of individual units at the prescribed hourly rate of $65 per hour.

Compensation for labor will not exceed the maximum time allowance permitted for door removal and replacement. Written approval including specified allowance for time must be obtained from AMDOR prior to initiating work. Warranty coverage will extend to the following visible paint system defects:

1. Loss of mechanical adhesion as evidenced by peeling, cracking or blistering which exposes the substrate material.

2. Corrosion of the substrate due to paint system failure.

3. Fading which results in a substantial departure from the primary AMDOR approved body color.

Wet paint adhesion limited warranty coverage will be excluded when damages to the system are determined by AMDOR Inc. to be a result of the following:

1. Damage caused through the use of attachments including (but not limited to) decals, labels, adhesives, non factory approved coatings.

2. Loss of gloss, discoloration or damage due to improper maintenance (including but not limited to) mechanical wash systems, pressure washers, steam cleaners, non approved wash or polishing agents.

3. Abuse, acts of nature, excessive heat / cold, chemical exposure, vandalism and / or accidents.

4. Scratches, chips, abrasions, or dents from any source.

This document supercedes all previous written and / or verbal warranties provided by AMDOR Inc. and / or its affiliates.

If you have any additional questions, comments, or concerns please feel free to call your local AMDOR representative or our customer service team.

AMDOR
SPECIALTY ROLL-UP DOORS

1-877-462-6367
www.AMDOR.com