

Warranty Policy

All DORMA closers that are BMHA certified to ANSI A156.4 Grade 1 Standard for Door Controls-Closers are covered by a 25-year warranty. This includes BTS Series concealed floor closers, except where noted.

All fire/life safety products that are BHMA certified to ANSI A156.15 Grade 1 Standard for Closer-Holder Devices carry a 25-year warranty on the closer mechanism and a 2-year warranty on any electrical or electronic components.

The RTS Series overhead-concealed closers carry a 5-year warranty.

The ED400-IG Low-Energy operators carry a 12-month warranty on mechanical as well as electrical or electronic components.

All other products not mentioned above carry a 2-year warranty.

The above stated warranties cover products that are manufactured after August 1986. All closers are stamped with a coded date of manufacture by calendar week then year, i.e. 18/09 = week of April 26, 2009.

All DORMA Glas products including Universal, TENSOR, RP Headers, DRS, RS-120, DRS-120, AGILE 150, MANET, MAGNEO, RSP80, BEYOND, VISUR, and Exit Hardware are covered by a 2-year warranty.

All goods sold are warranted to be free from defects in material and workmanship, the foregoing comprises seller's sole and entire warranty. All other warranties, written or verbal, expressed or implied, and including but not limited to warranties of merchantability or fitness for intended purpose are expressly excluded.

Seller's sole obligation under these warranties, during the period after date of manufacture as listed above, shall be to issue credit, repair or replace any items or part thereof which is proved to be other than as warranted.

Seller shall have the sole right to determine whether such parts shall be repaired or replaced or whether credit shall be issued. No allowance shall be made for any labor charges for replacement of parts, adjustments or repairs, or any other work. In no event shall seller be liable for collateral or consequential damages.

If goods are claimed to be other than as warranted, seller, upon notice promptly given, will either examine the goods at their site or issue shipping instructions for return to seller (transportation costs prepaid by buyer). These warranties shall not extend to any goods or parts thereof which have been subjected to misuse or neglect, damage by accident, rendered defective by reason of improper installation or by the performance of repairs, modifications or attachment to other products outside of seller's plant.

Because DORMA has no control over conditions under which its products are used, DORMA specifically does not warrant the adequacy or sufficiency of any device or recommendations given to buyer. Nor does DORMA warrant that every DORMA product complies with every code, standard or regulation in every community except as specifically stated in a published DORMA catalog or in writing by an officer of the company. Nor is DORMA bound by the terms of buyer's agreements with other parties.

Terms of Sale

PRICES

All prices shown are in U.S. Dollars and are subject to change without notice. Prices on acknowledged orders are firm for shipment within three months of order date. All other orders subject to price in effect at time of shipment.

TERMS

1% 10 Days, Net 30.

MINIMUM ORDER

\$50.00 net minimum invoice.

ORDERS

We reserve the right to decline an order when the type or quantity of goods, or credit status of the buyer is unsatisfactory to us.

ACKNOWLEDGMENTS

Acknowledgements are exact copies of the manufacturing order and should be checked upon receipt. If acknowledgement is incorrect, please notify DORMA Glas Customer Service Department immediately.

CANCELLATIONS & CHANGES

A cancellation or change charge will apply if any costs for material or labor have been incurred prior to notification by customer of the cancellation or change.

RETURNED GOODS

Goods determined defective within the terms of our warranty may be returned for replacement. Goods returned due to any other factors are subject to a 25% restocking fee. For all returns contact the factory for a "Return of Goods Authorization" number (RGA). All returns must bear the RGA number provided. Unauthorized returns will not be accepted. The complete RGA policy is available upon request.