



## 10 Year Warranty

ClamDoor will acknowledge receipt of your claim (generally within 1 business day), investigate your claim and take appropriate action (generally within 3 business days). If your ClamDoor does not have a defect covered by the warranty, ClamDoor may charge an inspection fee for any onsite inspection that you request. If the repair is not practicable and replacement is not reasonably available, ClamDoor, in its sole discretion may choose to a) refund the purchase price of the affected unit, or, b) provide a replacement ClamDoor. In no event shall ClamDoor's liability hereunder exceed the purchase price of the effected ClamDoor. Typically, electronic photos are used to determine the validity of your claim.

### Limitations:

- Misuse, abuse, neglect or improper handling or storage.
- Installation or defects and damages resulting from installation but not limited to any defect resulting from failure to follow ClamDoor's installation instructions and guidelines.
- Impact of foreign objects or any act of God.
- Defects in, failure of, or damage to the basement wall or material against which the product was installed or defects in the product caused by movement, distortion, cracking or settling of the foundation of the building.
- Distortion of parts caused by backing or settling of the backfill medium.
- Cost of labor required to install replacement product or to remove and dispose of any damaged product.
- An application or condition that exceeds product design standards and/or certified performance specifications.
- Costs of repair or replacement without ClamDoor's consent.
- Costs associated with any unsatisfactory condition or appearance resulting from the homeowner's neglect or failure to properly maintain the ClamDoor.
- Costs more than the value of the replacement material required to complete any repair made pursuant to this warranty.
- Costs associated with normal wear and tear, natural weathering of the surface or fastening hardware.

**ClamDoor**  
Warranty  
PO Box 0039  
Tiverton RI 02878  
[Warranty@ClamDoor.com](mailto:Warranty@ClamDoor.com)  
888.Dig.Clam / 800.344.2526



**Stuff we need to process your Claim**

In most cases we have not had a claim beyond the occasional piston or weather-stripping replacement. This claim sheet is simply a formality for this type of claim and most likely can be handled over the phone every quickly when provided with the necessary information listed below. Feel free to call us before filling out this form.

Contact Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Copy of your receipt: \_\_\_\_\_ Please Attach \_\_\_\_\_

1 or 2 photos of the concern: \_\_\_\_\_ Please Attach \_\_\_\_\_

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