



574 West Otterman Street Greensburg, PA 15601  
Toll Free: 800-979-7300 Phone: 724-834-7300 Fax: 724-830-2871  
Email: [info@tigerdoor.com](mailto:info@tigerdoor.com) Web: [www.tigerdoor.com](http://www.tigerdoor.com)

### Terms and Conditions of Sale

**Quotations:** Formal quotations will be prepared for **each** inquiry. Quotation packages shall consist of a description, price, and the specific configuration of items quoted. **CUSTOMERS** shall verify the completeness of information provided. Under no circumstances shall Tiger Door be responsible for additional items not on the specific quote whether implied or otherwise suggested. Quotes provided by Tiger Door are valid for thirty (30) days unless otherwise noted on the specific quotation. If an order is received for an expired quotation, Tiger Door may re-price the order based on current pricing levels.

**Orders:** All customer purchase orders are subject to written *acceptance* by Tiger Door in the form of an Acknowledgement. Acknowledgement will be mailed or faxed to customers within ten (10) working days after receipt of customer purchase order. Acknowledgements of customer purchase orders requiring submittal drawings or submittal packages will be mailed with the package except as otherwise stated in acknowledgement. **NOTE:** no submittal packages shall be produced until receipt of customer purchase order is in writing. **No verbal purchase orders will be accepted.**

**Work Approval:** No work will start or production time will be scheduled on any customer purchase order (including ordering or reserving materials) until Acknowledgement is returned signed, until submittal package has been approved, and/or customer purchase order is released for production in writing by customer. Any customer **purchase** order not released for production within 60 calendar days from issuance may be re-priced by Tiger Door based on current pricing levels unless specifically agreed to, in writing, by Tiger Door.

**Machining:** Standard machining for hardware is limited to the following:

#### DOORS

- Mortises for hinges
- Door edge machining for cylindrical locks and/or cylindrical deadlocks
- Door face machining for cylindrical locks and/or cylindrical deadlocks consisting of one 2 1/8" diameter bore, backset from the edge of the door by 2 3/4".
- Machining the lock pocket for a mortise lock
- Machining the door edges of a double door for standard flush bolts

#### FRAMES

- Mortises for hinges
- ASA Strike(s)

If additional hardware machining is desired (i.e. machining the function holes for mortise locks, machining function holes for exit devices, etc.) the customer must supply a machining template with all function holes clearly marked for each door mark. A copy of a hardware schedule will not be acceptable under any circumstances. The appropriate hardware template must accompany the returned submittal and the submittal must be marked to indicate that a machining template is attached. Tiger Door will not be responsible for following up with any customer, contractor, hardware manufacturer or distributor in an attempt to secure hardware machining templates that are not provided or are not properly marked with the returned

submittals. In the event the appropriate machining template is not provided, the door will be produced without face machining.

- Changes:** All **purchase order** changes must be made in writing to Tiger Door. No purchase order changes will be accepted by Tiger Door until a signed acknowledgement issued by Tiger Door is returned by the customer. Acknowledgements will be mailed or faxed to customers within ten (10) working days after receipt of change request. **Customer's orders changed after release for production shall incur a 25% of invoice fee or, full reimbursement for labor and materials plus 10%, whichever is greater.**
- Cancellations:** Customer orders cancelled prior to release for production shall incur a 15% cancellation fee. Customer orders cancelled after release for production shall incur a 25% cancellation fee plus a charge for all work in progress at time of cancellation.
- Schedules:** Tiger Door shall make reasonable efforts to accommodate customers shipping schedule. Estimated dates for delivery shall be provided at the time the customer order is released for production. Under no conditions shall Tiger Door be liable or have any obligation for actual, incidental, liquidated, or consequential damages for delays in delivery.
- Freight:** Unless otherwise stated on Acknowledgement or agreed in writing prior to shipment, all purchases shall be F.O.B. Tiger Door. Plant, prepay and add to customer invoice. Quotations, in writing only, include estimated freight; the customer assumes full responsibility for possible overages. If special routing is desired, full instructions should be noted on customer purchase order. Unless otherwise agreed to in writing, purchaser assumes responsibility for shipped items once they leave Tiger Door plant. Any and all damage must be noted by consignee's receiving department immediately upon receipt of product. Consignee shall make *all* freight claims. As far as practicable, Tiger Door will assist the consignee in filing any freight claims. However, receipt of freight damaged product does not absolve the customer of payment within terms of invoiced charges.
- Storage:** Handling and storage of doors & frames after receipt is the responsibility / liability of the customer. It is recommended that the doors be stored indoors in a vertical position, clear of the floor, with blocking between the doors to permit air circulation between the doors and prevent damage to the door faces. Rain/water or condensation must not be allowed to collect or lay between stored doors. Do not wrap in plastic sheeting as it will promote condensation formation within. Permanent discoloration can result. Failure to comply with the receiving and reporting instructions shall void the Tiger Door warranty.
- Services & Installation** Selling price of Tiger Door product does not include any post-shipment services such as installation or assembly. Installation instructions are shipped with all Tiger Door products. Further installation information is available upon request or on our web page [www.tigerdoor.com](http://www.tigerdoor.com).
- Remediation:** Please refer to the Tiger Door Statement of Warranty for product remediation.
- Payment/Terms:** All items sold net 30 days unless otherwise agreed in writing. Tiger Door reserves the right to place any customer on C.O.D. terms at any time if customer has invoices outstanding for 60 days or more. All invoices outstanding for more than 90 days may be referred to a collection agency.  
**Contractors & Resellers:** unless previously agreed in writing, Tiger Door does not recognize nor is it bound to the terms and conditions of **your** customer's contract or agreement with third parties. **A service charge will be calculated on a monthly basis for all amounts due in excess of 30 days at 1.5% per month on the unpaid amount due.**
- Taxes:** All applicable taxes, **duties**, shall be the responsibility of the Customer. The Customer will pay any taxes not invoiced.
- Specifications:** Tiger Door products do not, unless specifically agreed in our acknowledgement, comply with any local, state, or federal ordinance or any contract specification.
- Warranty:** Please refer to the Tiger Door Statement of Warranty for product warranty coverage and limitations.
- Other Terms:** Tiger Door reserves the right to improve products, make changes in specifications, designs and standard equipment without prior notice and without incurring obligation. Unless agreed to explicitly in writing, **all** terms, outlined above, shall govern the sale of Tiger Door products.



574 West Otterman Street Greensburg, PA 15601  
Toll Free: 800-979-7300 Phone: 724-834-7300 Fax: 724-830-2871  
Email: [info@tigerdoor.com](mailto:info@tigerdoor.com) Web: [www.tigerdoor.com](http://www.tigerdoor.com)

### **Statement of Warranty (Limited Door and Frame Warranty)**

#### **Tiger Door Warranty for Commercial Duty doors**

Tiger Door Commercial Duty doors shall be guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment named at the time of purchase. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Heavy Duty doors**

Tiger Door Heavy Duty fiberglass doors are guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment named at the time of purchase. Tiger Doors are also guaranteed for the life of the product to meet the door industry standards for flatness. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Extreme Duty doors**

Tiger Door Extreme Duty fiberglass doors are guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment named at the time of purchase. Tiger Doors are also guaranteed for the life of the product to meet the door industry standards for flatness. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Extreme Duty Fire rated doors**

Tiger Door fiberglass Fire Doors are guaranteed for 10 years against **delamination** due to corrosion from the specific chemical environment named at the time of purchase. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Pharmaceutical Duty doors**

Tiger Door Pharmaceutical Duty fiberglass doors are guaranteed for the life of the product against **delamination** and failure due to corrosion from the specific chemical environment and cleaning agents named at the time of purchase. For interior applications only. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

#### **Tiger Door Warranty for Commercial, Heavy, Pharmaceutical and Extreme Duty Door Frame and Windows**

Tiger Door fiberglass frames and windows, welded corners and chemically bonded hinge reinforcements are guaranteed for the life of the product against failure due to corrosion from the specific chemical environment named at the time of purchase. Furthermore, all products are inspected prior to shipment and guaranteed against defective workmanship for a period of ten (10) calendar years after the date of purchase.

## Tiger Door Warranty for Engineered Duty door, frame and windows

Due to the classified or protective nature of Tiger Door's Engineered Duty series of products, statement of warranty will be conveyed in writing to the owner at time of purchase. No other Tiger Door warranty written or implied shall be applicable.

### Conditions, Exceptions, and Remediations:

1. A new door will be offered in replacement of the original door or the factory price refunded at the option of the door manufacturer.
2. This guarantee does not extend to failure caused by excessive wear and tear, physical abuse, improper installation, unauthorized cuts or bores, improper maintenance, thermal bow (as recognized by industry standards) or bond separations that exhibit substrate fiber tear.
3. Factory applied gelcoat or color topcoat is excluded from this warranty.
4. **Delamination** is limited to separation of the door face laminate from the fiberglass tube, honeycomb, or mineral door core, and/or separation of the layers of fiberglass and resin that make up the door skin. Pinholes, edge cracking of any length, and/or edge splitting that does not exceed ¼" in depth is considered cosmetic, and is not covered as part of the delamination warranty due to the sacrificial nature of the fiberglass edge strip.
5. Should a problem with any Tiger Door product arise, the customer should inform Tiger Door Customer Service Department *in writing* immediately *and call* (1-800-979-7300). Tiger Door must be notified and provided with sufficient time to remedy any product deficiencies that require factory attention. This time period may include but is not limited to production lead times, travel time and raw material lead times.
6. Tiger Door will not be responsible for any charges or back charges related to unapproved repair, product installation, removal, and/or re-installation. Defective product shall not be installed prior to correction.
7. Tiger Door reserves the right to approve all repairs or remediation to any Tiger Door product. Any repairs, remediation, or modifications undertaken without expressed written approval from Tiger Door shall be the responsibility of the customer and may void any warranty. If required as a part any factory approved repair, all service time and labor rates shall be determined by Tiger Door.
8. Tiger Door liabilities are limited to repair, replacement, or refund of the factory quoted price (Tiger Door's option). Under no conditions shall Tiger Door be liable or have any obligation for losses, expenses, litigation fees, damages including loss of use, loss of profits, damage to persons or property, or any actual, incidental, liquidated, or consequential damages.
9. All returned orders to Tiger Door must have a Tiger Door issued RMA number prior to shipment. Only Tiger Door customer service or management shall have authority to issue RMA numbers.
10. Items damaged in shipment are considered freight damage thus freight claims shall not be considered part of the Tiger Door Warranty.
11. Any products not manufactured by Tiger Door supplied with and/or installed on Tiger Door products are covered by the original manufacturers' warranty and are excluded from any Tiger Door warranty. Any damage to a Tiger Door product caused by products not manufactured by Tiger Door shall be excluded from the Tiger Door warranty.
12. Tiger Door shall have no obligations under this warranty unless and until full payment for the entire order has been received by Tiger Door within standard payment terms as set fourth by Tiger Door.
13. Tiger Door reserves the right to improve products, make changes in specifications, designs and standard equipment without prior notice and without incurring obligation.