

APPENDIX B — SARTODOORS WARRANTY CLAIM FORM

Send to: sales@sartodoors.com | Subject line: WARRANTY CLAIM – [Order Number]

Fill in every field. Attach photographs and video where indicated. Incomplete submissions will be returned.

SECTION A — Contact Information

Full Name:	
Phone:	
Email:	
Installation Address:	
Preferred Contact Method:	Email / Phone

SECTION B — Order and Product Details

SartoDoors Order Number:	
Where Purchased:	United Porte Inc. / Amazon / Home Depot / Other: _____
Invoice or Confirmation Number:	
Date of Delivery:	
Date of Installation:	
Door Configuration:	Swing / French / Pocket / Barn / Bifold / Bypass / Hidden
Door Finish:	Eco-Veneer / Acrylic Paint / High-Gloss / Wood Veneer / Primed
Glass Insert?	Yes (type: _____) / No
Who Installed?	United Porte Inc. / Contractor / Self-installed / Unknown
Installer Name:	
Assembly Checklist completed?	Yes (attach if available) / No / Unknown

SECTION C — Description of the Issue

Date issue first noticed:	
Which part is affected?	Slab face / Frame/jamb / Casing/trim / Handle / Latch/lock / Hinge / Glass / Track or rail / Other
Describe what you observe (what you see, not what you think caused it):	
Room where door is installed:	Bedroom / Bathroom / Kitchen / Living room / Closet / Hallway / Other
Bathroom or high-humidity room?	Yes — exhaust fan present: Yes / No / No

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Cleaning products used on the door:	
Has anything changed since delivery?	(painting, renovation, humidity issues, impact events)
Any impact event?	Yes (describe): _____ / No
For latch or handle issue — describe the exact behavior:	
For glass — describe when and how the issue appeared:	
Have you attempted any repair or adjustment?	Yes (describe): _____ / No

SECTION D — Documentation Checklist

Item	Included?
Photo — full door, one side	Yes / No
Photo — full door, opposite side	Yes / No
Photo — defect close-up	Yes / No
Photo — wider context	Yes / No
Video (for handle, latch, or track issues)	Yes / No / N/A
Proof of purchase	Yes / No
Proof of delivery date	Yes / No
Completed Assembly Checklist	Yes / No / Not available
Additional photos or supporting documentation	Yes / No

SECTION E — Declaration

By submitting this form, I confirm that all information provided is accurate to the best of my knowledge. I understand that submitting materially false or misleading information in connection with a warranty claim may result in denial of the claim and cancellation of warranty coverage for this unit.

Signature:	
Date:	

SartoDoors

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