

Return Policy (Effective 03/13/26)

- Returns are allowed for stock materials purchased within 90 days. Non-stock and special order items, pre-hung, wood, steel, fiberglass, machined, and special-order doors cannot be returned unless defective.
- Specified length mouldings are non-refundable.
- All returns require a Returned Goods Authorization (RGA) Number. An MMI sales rep must inspect/count products; original invoice number and date needed.
- Returned items undergo final inspection; credit may be refused for items not sold/handled by MMI or mishandled by others.
- A 25% handling fee applies to all stock material returns.
- Field destroy credits require photos for approval.

Claims Policy

- To submit a warranty claim: visit mmidoor.com/resources/product-warranties/submit-claim or email mmi-warranty@mmidoor.com.
- **Claims are NOT eligible if:**
 - Damage claimed after 48 hours of receipt or shipped from the original delivery location
 - Shortage claims reported after 48 hours of receipt
 - Steel and Fiberglass door slabs MUST be finished within 30 days of purchase.
 - Factory-primed wood doors (molded, flush, premium composite, stile & rail) MUST be finished within 14 days of purchase. Raw, unprimed wood doors (molded, flush, stile & rail) MUST be finished within 7 days of purchase.
 - Pick-up orders already left MMI Door
 - Labor costs for repair, replacement, or refinishing of product for any reason
 - Color variance for pre-finished material
 - Weather-related damage

Dealer inspection is recommended before submitting claims; MMI may request a dealer report.

MMI Door may repair or replace defective products at its discretion.