

1. Purpose and Scope

MMI Door is committed to delivering high-quality products and exceptional customer service. This Field Service Policy outlines the procedures for addressing product concerns, including warranty claims and service requests.

MMI Door is a pre-hanging distribution company that assembles components from leading manufacturers. This policy works in conjunction with any applicable product warranties from the component manufacturers and does **not** limit or replace your statutory consumer rights under applicable law.

2. Submitting a Warranty Claim

Warranty claims may be submitted through:

- **Your Dealer** (who will forward the claim to MMI), or
- **Directly via MMI Door's Warranty Portal:**
mmidoor.com/resources/productwarranties/warranty-claims

Required Information

To process your claim, please provide:

- Completed MMI Warranty Claim Form
- Homeowner contact details (name, address, phone, email)
- Contractor contact information (if applicable)
- Invoice or order number
- Date of installation
- Detailed description of the issue
- Photographs of the unit and defect(s)

Privacy Notice: Personal information collected will be used solely for claim processing and handled in accordance with our privacy policies.

3. Required Photographs

Operational Issues

Provide images showing:

- Frame leg level check
- Sill level check
- Head jamb level check
- Corner squareness verification
- Full unit overview (inside and outside)
- Close-up of the area of concern

Pre-Finish Defects

Include:

- Full-unit photos (10–12 feet away, inside and outside)
 - Close-up images of defects
 - Written description of the issue
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4. Dark Finish Color Disclaimer

Important: Entry door units finished in dark colors and exposed to prolonged sunlight may develop significant issues that are not related to any manufacturing defects. MMI will review claims to determine if claimed issues are due to manufacturing or environmental factors. If the claimed issue is related to environmental factors such as dark finish and prolonged exposure, a warranty claim may be denied. If covered, MMI may, at its sole discretion, provide replacement parts or repairs at no cost.

5. Claim Handling Process

- **Acknowledgment:** MMI will confirm receipt within **2 business days**.
- **Additional Information:** We may request further details or photos.
- **Inspection:** If required, an MMI representative or authorized service provider will contact you to schedule an inspection.

6. Resolution

If the issue is covered under the component manufacturer's warranty or this policy:

- MMI will, at its option, supply repair or replacement parts as appropriate.
- If deemed necessary by MMI, labor may be provided for assembly defects reported within **1 year of shipment**.
- All repairs will be performed by authorized MMI personnel or designated service providers.

MMI is **not obligated** to perform work outside the scope of the warranty or unrelated to product defects or assembly errors.

7. Limitations and Exclusions

This policy does not cover:

- Improper installation, maintenance, or finishing
 - Environmental damage (e.g., sunlight exposure, moisture)
 - Unauthorized modifications or repairs
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8. Legal Terms

- **Governing Law:** This policy is governed by the laws of North Carolina.
 - **Limitation of Liability:** This policy sets out MMI's maximum liability for applicable products and, aside from the component manufacturer's warranties, is the sole and exclusive remedy for claims or damages. MMI is not responsible for special, indirect, consequential or incidental damages. *MMI makes no other warranty or guarantee, either express or implied, including warranties of merchantability and fitness for a particular purpose.*
 - **Policy Updates:** MMI reserves the right to modify this policy at any time.
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Need Assistance?

For questions, please contact:

MMI Door Customer Service

Phone: 1-833-344-0031 | Email: mmi-warranty@mmidoor.com

WARRANTY CLAIM REQUEST FORM



DEALER INFORMATION:

TODAY'S DATE

ORDER DATE

CUSTOMER PO#

SUBMITTED BY

PHONE #

CONTACT EMAIL

DEALER & LOCATION

TYPE OF PRODUCT

NATURE OF COMPLAINT (add any additional information in email)

DATE INSTALLED

HOME
OCCUPIED: YES NO

CELL PHONE #

ALT PHONE #

CONTRACTOR/ HOMEOWNER INFORMATION:

HO/CONTRACTOR

ADDRESS (STREET, CITY, STATE, ZIP CODE)

CUSTOMER EMAIL



The following photos are required with claim submission:

1. Photos of the entire unit taken from both inside and outside the home
2. Photos of the area of concern with the issue clearly point out

Note: additional photos may be required for operations issues

Email completed form + photos
to mmi-warranty@mmidoor.com >>

Note: after submitting the form, please
attach any relevant details and photos
to the generated email before sending.

OFFICE USE ONLY

Suggested Action:

Inspection Required: YES NO Installation Issues: YES NO

Describe the
installation issues in
detail (if applicable):

Original Invoice #

Replacement Parts Order #

Service Completed: YES NO If no, explain why:

Service Tech
comments:

HOMEOWNER SIGNATURE

DATE

TECHNICIAN SIGNATURE

DATE

Homeowner
Comments: