

Limited One Year Warranty and Disclaimer

The new and revised warranty that follows this disclaimer supersedes any and all previous warranties of whatever nature or description, whether express, implied or set by law. Any unexpired warranties shall now be governed by the terms of the new warranty for the duration of the existing warranty's unexpired term.

Ideal's pet doors are very durable and with the proper care will provide many years of service for you and your pet. Thank you for selecting Ideal for your pet door. However, please be aware the pet doors are not waterproof against inclement weather or any excessive water exposure. The limited one year warranty set forth below applies to Ideal's pet door(s).

This product has a Limited One Year Warranty from the date of the purchase of the product to be free of manufacturer's defects in workmanship and materials. This express Limited One Year Warranty is limited only to the original purchaser of the product and is non-transferable. Satisfactory proof of purchase must be provided to the manufacturer for this limited one year warranty to apply. In that case, the manufacturer will replace at no charge to the purchaser the defective part(s). No refunds will be provided to the purchaser. No service contract is being provided under this Limited One Year Warranty. Proof of purchase so that the Limited One Year Warranty may be honored must be made to:

Ideal Pet Products, Inc.
24735 Avenue Rockefeller
Valencia, California, USA 91355
Attention: Warranty Department
(661) 294-2266 / 1-877-IDEALPET (433-2573)
help@idealphproducts.com

Any and all implied warranties are expressly disclaimed and of no force or effect. These warranties include, but are not limited to, the implied warranties of merchantability, implied fitness for any intended purpose, and any warranties under the California Song-Beverly Consumer Act.

This Limited One Year Warranty is void if damage is due to improper installation, intentional misuse or abuse, repairs by anyone other than the manufacturer, the failure to follow manufacturer's instructions, or if the product is being used for commercial purposes. Purchaser assumes all risks and liabilities for the misuse or abuse of the product, the commercial use of the product or the failure to follow manufacturer's instructions.

This Limited One Year Warranty only applies if the product is used for domesticated animals. The Manufacturer, Ideal, is not responsible and shall not have any liability for any damage to or defects caused by acts of god, criminal activity, dog abuse including, but not limited to chewing on the door, lightning, abuse, alteration, trespassing, children's use of the product, unauthorized access, entry by non-domesticated or "stray" animals, or any other unintended use or misuse of the product.

The Manufacturer, Ideal, disclaims and excludes any liability for incidental, consequential, punitive, general, special or other damages arising out of or connected with the purchase, use, or misuse of the product or concerning any warranty herein.

This Limited One Year Warranty shall be governed by the laws of the State of California, USA. Venue shall be with the Los Angeles Superior Court, North Valley District.

Warning

This product, or any of its accessories, parts, or attachments may not prevent adults, children, animals, insects, or objects from passing through or using the opening created by the product.

Ideal Pet Products will not be liable for any unintended or accidental usage, misuse, abuse, criminal conduct, water intrusion, acts of god, damages or injuries occurring or accruing from the use of this product except in strict accordance with Ideal's Limited One Year Warranty accompanying the sale of this product to the original purchaser.

How to purchase replacement parts:

1. Download the PDF file [partsform.pdf](#)
2. Call Us at 1-800-378-4385. We're available Monday – Friday 8AM – 5PM PST for pricing or to place an order by phone with your Visa, Master Card, American Express or Discover Card.
3. To purchase by check or money order email janice@idealpetproducts.com for pricing. Then print and fill out order form and mail to the address below:

Ideal Pet Products, Inc.
24735 Ave. Rockefeller Valencia, California 91355
Attention: Warranty Department

We mail all replacement parts within two business days of receiving your order.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.