

Endura Flap® Lifetime Warranty

Endura Flap products have a lifetime warranty against defects in materials and workmanship under standard regular use. Endura Flap® Pet Doors Are 100% Designed, Engineered, and Manufactured in the USA. They are handmade for quality work in San Luis Obispo, California.

We will replace any defective parts at no cost to you. Defective parts may include incorrectly sized flaps, bent or dented frames, or improperly fitted parts.

Customers living outside of the continental United States are responsible for shipping costs as well as duties and taxes (if applicable) for any replacement parts or services covered under the warranty policy regardless of the replacement part or service's original cost.

Important Note:

Endura Flap® pet doors have a lifetime warranty for normal wear & tear and manufacturing defects (dog-chewing is not covered). Damage caused by not using the product as intended, improper installation, and chewing is not covered under this warranty.

Endura Flap Pet Doors used in a commercial application like a Kennel or Boarding facility have a three year warranty.

Exclusions for Installation and Service Fees:

Please note that the Endura Flap® Lifetime Warranty does not cover any costs associated with the installation, removal, or service fees for the product, nor does it cover incidental fees or damages arising from installation. These expenses fall outside the scope of our warranty and are the responsibility of the customer.

Make a Warranty Claim

If you're interested in making a warranty claim, please **email** office@valleypetdoor.com with the following information:

- Your order number
- Clear pictures of your pet door and the defective or faulty parts
- A small description of the issues you are having with your door