

Warranty

What is covered/for how long?

For a period of 3 years from the date of installation by the original end-use purchaser, Access Magnetics warrants that this pet door, when delivered to you in new condition, in original packaging, from a Freedom Pet Pass authorized reseller and used in normal conditions, is free from any defects in manufacturing, materials and workmanship.

What is not covered?

This warranty does not cover defects resulting from improper installation or unreasonable use or maintenance; damages due to the following; destructive pet behavior including but not limited to chewing and tugging; persons including children operating; pulling; kicking; using; etc.; damages caused by inadequate packing or shipping procedure if returning; and pet doors purchased from unauthorized dealers.

I must stress that proper installation is extremely important and directly relates to the way your pet door will perform.

As mentioned in the return policy, please don't let any of the verbiage concern you. We are not trying to hide behind policy. Honestly, the only returns we have had to date are exchanges due to ordering the wrong size. We want you to be satisfied and we will do whatever it takes to earn your business.

What we will do for you if there is a valid warranty claim:

During the warranty period, we will, at our sole option, repair or replace (using new or refurbished replacement parts) any defective parts within a reasonable period of time and free of charge.

What we will not do:

Pay shipping, insurance or transportation charges from you to us, or any import fees, duties and taxes.

What if my pet damages the pet flap?

Some pets are mischievous, my lab is. If your pet damages the pet flap please contact us and we will help you order a replacement flap. The beauty of this pet door is in how easy it is to replace a pet flap. I call the handyman to change a light bulb and even I can swap the flaps out.