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# Window Replacement Lifetime Limited Warranty

## with Transferability Provisions



Window Design Group (WDG) makes available to the Original Purchaser-Present Property Owner the Lifetime Limited Warranty. Manufacturer will warranty the vinyl window(s) and patio door(s) product from the date of installation for as long as the property owner shall own and live in the property at the stated property address. Warranty covers normal use against specified defects in product material and workmanship occurring as a direct result of the manufacturing process and subject to the terms and conditions of this Limited Product Warranty. Installation & service warranty is separate of said products and can be found on our website at [www.windowdesigngroup.com](http://www.windowdesigngroup.com)

### VINYL, SASH FRAME AND VINYL MAINFRAME

The rigidized vinyl in the window or patio door sash frames and in the window/patio door mainframe of the basic window unit will be warranted against cracking, warping, peeling, flaking, blistering or corroding.

### MOVING PARTS OF THE BASIC WINDOW UNIT

The moving parts of the basic window unit, consisting of the balance to raise and lower the window or the brass wheels to slide the window, and locking mechanism to secure the window or patio door. Manufacturer is not liable for natural weathering of exterior finishes or corrosion of the hardware or screens in highly corrosive environments, such as any area within two miles of any coastline.

### SCREEN MESH AND SCREEN FRAME

The mesh screening material used in WDG window or patio doors for manufacture of the screens is warranted for 90 days after installation. Screen frames are warranted against manufacturing defects resulting in rotting or rusting, for a period of one year from installation date. Should such a frame manufacturing defect occur, the manufacturer agrees to furnish to the original purchaser any new screen material or new screen frame material as stated above. Warranty parts if covered by the vendor, does not include delivery of the product, separate fees may apply for delivery.

### INSULATING GLASS UNIT

The hermetically sealed insulated glass unit of the vinyl window and patio door is warranted against development of material obstruction of vision occurring from manufacturing defects, resulting from film formation or dust collection between the interior glass surfaces, caused by failure of the hermetic seal, under conditions of normal use and service.

### VINYL WINDOW & DOOR LIMITED WARRANTY – TRANSFERABLE TO SUCCESSOR OWNER

This Limited Warranty for the Vinyl Window or Patio Door System is transferable one time by the Original Purchaser to the successor owner of the property, within the first ten (10) years from date of window installation. Upon transfer, the transferred warranty period shall be limited to the unexpired remaining portion of such ten (10) years from date of window installation and shall not be further transferable.

### PROPERTY OWNER CLAIM PROCEDURE

Any claims for defects under this Limited Warranty should be made in writing to 1336 North Moorpark Rd #226 Thousand Oaks, CA 91360, Attention: Window warranty services, promptly after discovery of the claimed defect, describing the defect claimed and referring to this warranty and date of window installation, together with the name of contractor, and proof of purchase, proof of property ownership and transfer info as requested. Allow a reasonable time for inspection purposes if determined to be necessary.

Replacement parts or components furnished by manufacturer under this warranty will have the standard color available at that time. A color variance may occur between the new replacement part or component in comparison to the original window due to weathering expose and would not be indicative of defects in the part or component. WDG reserves the right to discontinue or change any vinyl window or patio door as manufactured. If the part or component of the window originally installed is not available and WDG determines to make replacement, WDG shall have the right to substitute a compatible part or component.

The Manufacturer does not provide installation or warranty any contractor's installation, nor defects caused by installation. This Warranty covers only the specific manufacturing product defects and parts as specified herein. This warranty does not cover any costs for installation or re-installation of any product for any reason. This Warranty does not cover any other damages or material failure including, but not limited to, normal weathering of window frames and mainframe, and screen and screen frame, oxidation, accidents or intentional damage, or fire, flood, windblown objects, hard water stains, hail, lightning, earthquake or other Acts of God, chemical pollutants, chemicals, brick wash, mildew, negligent maintenance, fading, misuse or abuse, building settlement or structural defects, or if subjected to stresses resulting from localized heat sources which cause excessive temperature differentials over the glass surfaces or edges, or any other causes or occurrences beyond the Manufacturer's control.



This Warranty does not apply if the windows are painted, varnished or coated with any other substance that is not factory applied. WDG is not responsible for problems relating to barrier EIFS or any system that does not allow for the proper management of moisture within the wall system. WDG is not liable for incidental or consequential damage.

Normal weathering may cause any surface to oxidize, chalk or accumulate surface dirt or stains due to varying exposures to sunlight, weather and atmospheric conditions. The geographic location of the quality of the atmosphere and other local factors in the area, over which the Manufacturer has no control, contribute to the severity of these conditions.

Caulking may be necessary on some installations to seal the frames or trim package against water and/or air infiltration. Caulking is considered a maintenance issue and is the responsibility of the homeowner. It is not considered part of the product and is not covered under this warranty.

Condensation on windows may occur as the natural result of humidity within the house or building area and changes in interior/exterior temperatures, and does not indicate a defect in the window. This Warranty does not cover condensation nor frost or freezing from condensation on the windows.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE EXPRESS WARRANTIES EXTENDED BY WDG WINDOW COMPANY AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF WDG WINDOW COMPANY AND SHALL BE THE PROPERTY OWNERS EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. WDG WINDOW COMPANY SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY.

Some states do not allow the exclusion or limitation of implied warranties and incidental or consequential damages so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

#### **GLASS BREAKAGE WARRANTY-**

Window Design Group, the supplier of the vinyl window(s) in your home, warrants that should the glass break or crack in your Associated Materials window system(s), for a period of TEN YEARS from the purchase date as long as you the Original Purchaser/Property Owner shall live and own the property at the address listed herein. Window Design Group shall provide a new sealed glass unit (two sealed glass units per 12 months) at no cost except for shipping, handling and installation charges. Shipping, handling and installation is not covered in the Warranty and is the responsibility of the Original Purchaser/Property Owner.

#### **RESOLUTION OF WARRANTY ISSUES:**

Window Design Group proudly extends warranties on all products to the original buyer, with proof of purchase. Please see all of our manufacturer's specific warranties on our website at [www.windowdesigngroup.com](http://www.windowdesigngroup.com) or ask your salesperson for a copy for your specific purchase. All manufacturing defects must be reported within 10 days of final installation date. If it is determined that warranty service is required, it will be determined at the sole discretion of a WDG representative whether the product will be repaired or replaced. If Installation service for any manufacturers products is needed, please read our Installation warranty & service agreement on our website for all Installation & service warranty issues.

#### **Matching Products:**

In the event that there are multiple products in the same room, only the defective product will be repaired or replaced. Every effort will be made to match the original specifications. If this is not possible, buyer agrees WDG will be allowed to match the product as closely as possible.

#### **Non-Window Design Group Products :**

Products sold by Window Design Group under different brand names are subject to the warranties of the specific manufacturer. There are no warranties that extend beyond this express written warranty, except the implied warranties of merchantability and fitness for a particular purpose. Under no circumstances shall WDG be liable for lost profits, or other indirect, incidental, consequential, special or exemplary damages. All warranties are provided and honored by the product manufacturer, not WDG. Whenever possible WDG will direct the manufacturer's technicians to service warranty issues if applicable without additional fees. If the technician declares the claim does not fall under the warranty guidelines of said manufacturer and or product suffered from customer abuse, then warranty service will not be provided. WDG reserves the right to refuse services at any time and at the company's discretion.