



## **SIW IMPACT WINDOWS & DOORS LLC LIFETIME WARRANTY AND BREAK-IN PROTECTION RETURN POLICY**

### **Terms and Conditions**

SIW IMPACT WINDOWS AND DOORS LLC warrants to the original purchaser that all of its products shall be free from defects in material or workmanship for the periods specified below. This warranty applies to the products under normal use, subject to the conditions herein, and as determined by SIW in its sole discretion. This warranty does not cover damages attributable to improper installation, inadequate maintenance, improper product use, normal weathering, highly corrosive environments, damages caused by fire, accident, flood, acts of God, vandalism, building settlement or structure failures, or other occurrences beyond SIW's control. SIW makes no representation, warranty or guaranty, express or implied, as to the performance of its products in a tropical storm or hurricane. SIW products were tested in accordance with Miami-Dade County code requirements. Certain conditions may exist during a tropical storm, hurricane or tornado that exceeds these requirements.

SIW's liability under this warranty is limited to repair, replacement or refund as determined by SIW in its sole discretion and does not include removal, installation, repair or replacement of trim, stucco or other finishes. Decisions as to whether to repair, replace or refund will be made by SIW in its own discretion. Replacement parts provided will be in the closest equivalent product available. The warranty will not be extended by supplying replacement parts.

### **Registration of Warranty Coverage**

The warranty applies to the original purchaser of SIW products in the home or structure where originally installed and within the state of Florida. The owner must register the product through our office at 975 S. Congress Avenue, Delray Beach, FL 33445.

### **Structural Integrity of Windows and Doors**

The aluminum vent, panel and framing members shall be free from defects in material of workmanship and maintain their structural integrity and form for a lifetime.

### **Glass**

Breakage – SIW warrants against stress cracks in glass for lifetime (removal and installation excluded). Other imperfections such as scratches or reflected distortions from a tempering or heat strengthening process are to be expected and are not covered under this warranty.

### **Laminated Glass**

SIW warrants that for a period of ten (10) years from delivery under normal conditions of use, that the products shall be free of defects resulting in material edge separation or obstruction of vision from delamination.

### **Insulated Glass**

SIW warrants that the sealed glass component of insulated glass shall be free of defects resulting in material obstruction of vision or film formation caused by dust or moisture on the internal surface of a sealed unit for a period of ten (10) years following delivery.

### **Screens**

SIW warrants that its screens will be free of material defects for a period of three (3) years from delivery.

**Hardware**

For products originally installed in a single family residence: SIW warrants that for a period of ten (10) years that the mechanical operation of hardware components will be free from material defect (installation excluded).

For products originally installed in non-single family residential applications: SIW warrants that for a period of three (3) years that the mechanical operation of hardware components will be free from material defect.

**Paint Finish**

Standard powder 10/10 paint finishes: SIW warrants that for a period of ten (10) years following date of shipment that the paint finish will not blister or peel. Products installed within three (3) miles of bodies of salt water carry a warranty of five (5) years from the date of shipping.

Kynar resin and other AAMA 2506 finishes: SIW warrants that for a period of twenty (20) years following date of shipment that the paint finish will not blister or peel.

SIW paint finish warranties described herein do not cover anodized finishes, scratches, weathering or products that are not properly maintained as provided for in this warranty.

**Maintenance Requirements**

Hardware on windows and doors must be cleaned, cleared of debris and lubricated semi-annually. Aluminum, glass and weather stripping must be washed with a mild soap or soft solution and a soft rag every four (4) months (no abrasive cleaners). Glass surfaces can be cleaned with a commercial glass cleaner and paper towel. Products installed within one (1) mile of high salinity areas or coastlines require maintenance at half the intervals referred to above. Products installed on waterfront properties may require more frequent maintenance based on actual site conditions such as blowing sand or salt water spray. Assessment of maintenance and applicability shall be as determined by SIW in its sole discretion.

**Residential Break-In Protection**

SIW warrants that for lifetime commencing on the date of installation, that SIW will reimburse the original single family residential homeowner for property loss arising out of a burglary due to an entry through a locked pane of glass which has been smashed or broken by a burglar up to a maximum of the owner's insurance deductible (not to exceed \$1000.00). In order to file a claim, within thirty (30) days of the burglary customer must provide SIW proof of purchase, a copy of the police report, a copy of the loss claim notice to the insurance company for the burglary and pictures of the broken window or door which show the logo of the glass manufacturer.

**Where to Make a Claim**

A claim for defect under the warranty should be submitted in writing within ninety (90) days of discovery of the defect to the dealer where the products were purchased. If you cannot locate the dealer, claims should be submitted to SIW customer service at [www.siwimpactwindows.com](http://www.siwimpactwindows.com)

**General Provisions**

THERE ARE NO OTHER WARRANTIES EXCEPT AS STATED HEREIN. ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF WARRANTY COVERAGE OF THESE EXPRESS WRITTEN WARRANTIES, SIW IS NOT RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OR INJURY TO PERSONS OR PROPERTY.

Certain states do not allow limitations on the duration of an implied warranty or whether a warranty can exclude or limit incidental or consequential damages, therefore these limitations may not apply to you.

**Return Policy**

All sales are final.