

Norco®

## LIMITED WARRANTY

Thank you for choosing Norco. You have chosen Norco® wood windows and patio doors to add beauty and outstanding quality to your home, and you've made a good choice. All Norco® products combine durability and attention to detail to stand strong and last long. And because of this, we can offer this equally impressive warranty.

### WINDOWS, DOORS AND COMPONENT PARTS

**NORCO warrants, subject to the conditions and restrictions contained below, that NORCO windows, doors and component parts thereof shall be free from defects in materials or workmanship for a period of ten (10) years from the date of manufacture.**

Should a window or door be proven defective during the warranty period, or if any component part fails during the ten (10) year warranty period, the buyer's remedies will be limited to the following at NORCO's option: (1) repair of the defective product or component; (2) replacement of the defective product or component, including the cost of shipping; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall NORCO be responsible for installation, repainting, refinishing or similar activities connected with the replacement of component parts. Repair or replacement of the product or component part is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

### INSULATING GLASS

**NORCO warrants, subject to the conditions and restrictions contained below, that each insulating glass unit manufactured by NORCO shall be free from defects in materials or workmanship for a period of twenty (20) years from the date of manufacture.**

Should an insulating glass unit be proven defective during the first ten (10) years of the warranty period, the buyer's remedies will be limited to the following at NORCO's option: (1) repair of the defective product; (2) replacement of the defective product, including the cost of shipping and installation of the replacement product. Shipping shall be limited to shipping to the person or entity making the warranty claim. Installation under this remedy shall be limited to one year from the date of manufacture; or (3) reimbursement of the purchase price. These remedies are the only remedies available for breach of warranty or any other legal theory. In no event shall NORCO be responsible for repainting, refinishing or similar activities connected with glass replacement or installation. Repair or replacement of the product is warranted for ninety (90) days or for the remainder of this warranty, whichever period is longer.

If there is a failure of insulating glass during the remaining ten (10) years of the warranty period, NORCO will offer for purchase to the original purchaser replacement insulating glass at 40% off the current NORCO list price.

### INSTALLATION, CARE AND MAINTENANCE INSTRUCTIONS

All remedies mentioned herein are valid only when products covered by this warranty are properly installed, finished and maintained. There are additional exclusions which apply to this product contained in the Installation, Care and Maintenance Instructions. If you have not received a copy of the Installation, Care and Maintenance Instructions, please contact NORCO for a copy of this publication. NORCO will not be liable for any product which has been damaged by (1) accident, mishandling, or improper use; (2) negligent operation; (3) improper installation or maintenance; (4) fire, flood, earthquake, storm, tornado, acts of nature, or any other cause beyond the control of NORCO; (5) any products, components or parts not manufactured by NORCO; (6) defects caused by failure to provide a suitable installation environment for the product; (7) use of the product for purposes other than those for which it was designed; (8) unauthorized attachments or modifications; or (9) any other abuse or misuse by the original purchaser or subsequent user. All disclaimers and exclusions contained herein apply under all conditions.

### LIMITATION ON LIABILITY

**THIS WARRANTY SETS FORTH NORCO'S MAXIMUM LIABILITY FOR ITS PRODUCTS. NORCO SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES. YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. NORCO SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. NORCO MAKES NO OTHER WARRANTY OR GUARANTEE, EITHER EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR**

**A PARTICULAR PURPOSE TO THE ORIGINAL PURCHASER OR TO ANY SUBSEQUENT USER OF THE PRODUCT, EXCEPT AS EXPRESSLY CONTAINED HEREIN. THE REMEDIES CONTAINED HEREIN SHALL BE SOLE AND EXCLUSIVE. IN THE EVENT STATE LAW PRECLUDES EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, THE DURATION OF ANY SUCH WARRANTIES SHALL BE NO LONGER THAN, AND THE TIME AND MANNER OF PRESENTING ANY CLAIM THEREON SHALL BE THE SAME AS, THAT PROVIDED IN THE EXPRESS WARRANTY STATED HEREIN.**

No distributor, dealer or representative of NORCO has the authority to change or modify this warranty, either orally or in writing, in any respect. Any attempt to change and/or modify this warranty by a distributor, dealer, or representative of NORCO will be without legal effect.

This warranty allocates the risk of product failure between NORCO, purchasers and ultimate users of this product. This allocation is recognized by and reflected in the price of the goods. The original purchaser of this product acknowledges that they have read this warranty, understand it and are bound by its terms.

#### **CLAIM PROCEDURE**

To initiate a claim under this warranty, contact the distributor or contractor from whom you purchased the NORCO product. If no corrective action has been taken within a reasonable time, write to: NORCO, Attention: Warranty Claims, 811 Factory Street, P.O. Box 140, Hawkins, WI 54530. Please (a) identify the product that is involved, the date and place of purchase, and the original purchase price if known; (b) describe completely what the claimed defect is (photographs or sketches are helpful); (c) identify yourself and those persons who have already been contacted and state what attempts have been made to correct the problem; (d) give the address where the defective product can be inspected; and (e) give a phone number where you can be reached.

NORCO will investigate your claim and within sixty (60) days after notification take appropriate action. NORCO may charge an inspection fee for any onsite inspection that is required or that is requested by you. If it is determined that the product has a defect covered by this warranty, the inspection fee will not be charged.

This warranty extends to the original purchaser. The term "original purchaser" as used in this warranty means the contractor/distributor/purchaser and the initial owner of the structure into which the product is installed. This warranty is not assignable or transferable. The original purchaser is responsible to assure that the initial owner of the structure into which the product is installed receives a copy of this warranty. The failure to provide the owner with this warranty will not subject NORCO to any express or implied warranties, liabilities or remedies in excess of those provided herein. This warranty is not applicable outside the U.S. and Canada.

This limited warranty is effective for all products manufactured by NORCO on or after January 1, 2001, and all previous warranties shall be considered null and void as to such products. Any previous warranties will continue to apply to products manufactured by NORCO prior to January 1, 2001.

Some states do not allow the exclusion or limitation of incidental or consequential damages and/or the limitation on how long an implied warranty lasts, so the above limitations and/or exclusions 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.

**Norco knows windows are an important investment in your home. And on top of offering you this impressive warranty, Norco is also part of the JELD-WEN family, one of the world's largest manufacturers of doors, windows and specialty millwork. Together, this means a warranty and a reputation to stand behind it. For more information, visit our Web site at [www.norcowindows.com](http://www.norcowindows.com).**

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