

# JELD-WEN®

WINDOWS & DOORS

## Export Limited Warranty

### OUR WARRANTY TO YOU...

This limited warranty is effective for all products\* manufactured by JELD-WEN on or after **May 1, 1999**, 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 JELD-WEN prior to May 1, 1999.

#### WHAT THIS WARRANTY COVERS

JELD-WEN warrants, subject to the conditions and restrictions contained below, that each window, door, component part, or insulated glass unit manufactured and sold by JELD-WEN shall be free from defects in materials or workmanship for a period of **one (1) year** from the date of manufacture. This warranty extends to the original purchaser. The term "original purchaser" as used in this warranty means the contractor/distributor/exporter/dealer/purchaser and the initial owner of the structure into which the product is installed. This warranty is not assignable or transferrable. 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 JELD-WEN to any express or implied warranties, liabilities or remedies in excess of those provided herein. This warranty is not applicable to product ultimately used in the United States, Canada, or Japan.

Should any such product be proven defective during the warranty period, the buyer's remedies will be limited to the following at JELD-WEN's option: (1) repair of the defective product or component part (2) replacement of the defective product or component part 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 JELD-WEN, inc., be responsible for installation, repainting, refinishing, or similar activities connected with the replacement of product or component parts. Execution of service and costs incurred for shipping, handling, transferring, insuring, transporting, and installing are the responsibility of the distributor, exporter, or dealer.

#### HOW TO GET ASSISTANCE

To initiate a claim under this warranty, contact the distributor, exporter, or dealer from whom you purchased the JELD-WEN windows or doors. 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.

Product Purchase Date: \_\_\_\_\_

Order Number: \_\_\_\_\_

#### WHAT THIS WARRANTY DOES NOT COVER

The remedies mentioned herein are valid only when products covered by this warranty are properly installed, finished, and maintained. JELD-WEN will not be liable for:

- Product which has been damaged by an independent shipping contractor
- Accident, mishandling, or improper use
- Negligent operation
- Improper installation or maintenance
- Fire, flood, earthquake, storm, tornado, acts of nature, or any other cause beyond the control of JELD-WEN
- Any products, components or parts not manufactured by JELD-WEN
- Defects caused by failure to provide a suitable installation environment for the product
- Use of the product for purposes other than those for which it was designed
- Unauthorized attachments or modifications
- Any other abuse or misuse by the independent shipping contractor, original purchaser, or subsequent user

All disclaimers and exclusions contained herein apply under all conditions. 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 the JELD-WEN distributor, exporter, or dealer for a copy of this publication.

RELIABILITY *for real life*®



**Important Legal Information**

This Warranty sets forth JELD-WEN's maximum liability for its products. JELD-WEN 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. JELD-WEN shall in no event be liable for any consequential or incidental damages of any kind, however occasioned, whether by negligence or otherwise. JELD-WEN makes no other warranty or guarantee, either express 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 applicable 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, exporter, dealer or representative of JELD-WEN 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, exporter, dealer, or representative of JELD-WEN will be without legal effect.

\*As used herein, JELD-WEN "products" shall refer to products manufactured in the United States or Canada and marketed under the JELD-WEN brand name.

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