



# CUSTOM BUILT

WINDOWS & DOORS MADE IN RI

## LIMITED WARRANTY

*Custom Built's aluminum products are manufactured from the highest quality raw materials, utilizing the most modern production techniques. Custom Built warrants those products for residential applications as follows.*

Custom Built's Aluminum extrusions feature a baked enamel finish and are warranted against peeling, flaking, blistering or rusting for a period of twenty (20) years from the date of manufacture. All custom painted finishes along with all other non-glass components are warranted against defects in material or workmanship for a period of ten (10) years. Specialty finishes for door hardware, e.g. polished brass, are provided with the same warranties, limitations and exclusions Custom Built receives from its supplier; contact Custom Built for further details.

### GLASS

The insulated glass in Custom Built's North American Aluminum Patio Sliding Door is warranted to be free from the development of any material obstruction of vision, under normal conditions, resulting from manufacturing defects or a premature failure of the glass or hermetic seal for a period of ten (10) years from the date of manufacture.

### GENERAL CONDITIONS AND EXCLUSIONS

This warranty covers only manufacturing defects, and does not warrant against product failure or damage due to improper installation or modification, damage caused by (but not limited to) the following:

- Exposure to conditions beyond published performance specifications
- Water infiltration other than as a result of a defect in the manufacturing, materials or workmanship
- Chemicals or airborne pollutants such as acid rain or salt
- Accidents or Acts of God
- Weathering or fading of the product surface

Additional items excluded from this warranty include (but are not limited to):

- Labor or other costs incurred in the removal, replacement, installation or reinstallation of the product or any part or component of the product
- Condensation (condensation on the product surface is the result of excess humidity relative to the interior and exterior temperatures and is not a defect)
- Slight glass curvature, minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision
- Glass breakage or torn screening for any reason
- Stress cracks on any non-insulated Storm Window or on Insulated Glass unit over two (2) years old.

Custom Built reserves the right to discontinue or modify any of its products without notice. The limited warranty set forth in this document is the only express warranty (written or otherwise)

applicable to Custom Built, and no one is authorized to modify or expand this limited warranty. All implied warranties including merchantability and fitness for a particular application will expire with the termination of the limited warranty. Custom Built shall not be liable for incidental or consequential damages and its liability will in all instances be limited to repair, replacement or refund of the actual purchase price of the defective product.

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

### TRANSFERABILITY

This warranty may only be transferred one (1) time by the original purchaser in connection with a transfer of the property in which the products were originally installed.

### DISCLAIMER

This warranty applies to all Custom Built manufactured aluminum North American, Point 1 and Custom 100 series products produced after 9/1/2010. It also applies to Custom Built Aluminum Storm Doors and aluminum enclosure systems. This warranty only applies to products installed in homes in the United States. For products installed in alternate applications, the warranty is limited to ten (10) years from the date of manufacture.

### CLAIMS PROCEDURE

For further information or to make a claim within this limited warranty period, please contact the retailer/dealer who supplied you with the Custom Built product. If, after a reasonable amount of time, you have not received support, you may contact us at:

Custom Built Window Manufacturing  
Warranty Claims  
80 Meadow Street  
Warwick, RI 02886

You may also contact us through our website at <http://custombuiltri.com> or reach us by phone at (401) 738-3800

Please include the following information in your correspondence

- Description of product issue
- Name of the retailer/dealer who supplied the product (if known)
- Date of original order
- Contact information (name, address, phone number) where the product is installed