



CUSTOM BUILT

WINDOWS & DOORS MADE IN RI

LIMITED WARRANTY

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

VINYL FRAME AND MECHANICAL COMPONENTS

Custom Built's vinyl extrusions are warranted against peeling, flaking, blistering or rusting for the life of the product. All interior and exterior finishes, including laminated and painted surfaces, are warranted for ten (10) years from date of manufacture. All other non-glass components are warranted against defects in materials or workmanship for a period of ten (10) years.

GLASS

The insulating glass is warranted against the development of any material obstruction of vision (including the failure of the hermetic seal) under normal conditions resulting from a defect in manufacturing, materials or workmanship for a period of twenty (20) years from the date of manufacture. Stress cracks are warranted against occurring for a period of two (2) years from 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

Custom Built reserves the right to discontinue or modify any of its products without notice, as well the right to replace defective components with a functional equivalent available at the time of repair if original components are no longer available. 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. Custom Built

shall not be liable for incidental or consequential damages of any kind, and its maximum liability will in all instances be limited to repair, replacement or refund of the actual purchase price of the defective product or component. 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 of Custom Built's vinyl windows, including double hungs, picture units, horizontal sliders, hoppers, casements and awnings produced after 9/1/2010. This warranty only applies to products installed in homes in the United States. For products installed in alternate applications, the warranties for mechanical components and insulating glass are limited to five (5) and ten (10) years, respectively, from the date of manufacture. The wooden components of Bay and Bow configurations are covered for ten (10) years from date of manufacture.

CLAIMS PROCEDURE

For further information or to make a claim within this limited warranty period, please 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
- Date of original order
- Contact information (name, address, phone number) where the product is installed