

Zen Windows, Inc. Lifetime Transferable Warranty

Subject to the limitations and exclusions listed below, Zen Windows USA, Inc. ("Company") warrants that any window or sliding patio door installed by the Company is free from defects in material and workmanship for the life of the product. This Warranty begins on the date upon which the windows and/or sliding patio doors are installed and lasts for as long as the product(s) remain where, and as, originally installed in the dwelling.

Vinyl & Mechanical Parts: The Company warrants that, under normal use, the vinyl components of the window will not blister, peel, rot, or corrode. All mechanical window parts (locks, vent locks, balances) are warranted to be free from manufacturer defects in material and workmanship. Replacement parts will be supplied at no charge.

Insulated Glass: The sealed insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the sealed unit. If the glass unit fails, the Company will replace the insulated glass unit at no extra charge.

PVC coatings: The Company warrants that the PVC coating on the exteriors of its windows and sliding patio doors will not, as a result of natural environmental and atmospheric conditions, peel or blister from the applied surface and will not materially discolor.

Glass Breakage: In the event of glass breakage, the Company will provide replacement insulated-glass at no extra charge, pursuant to the terms and exclusions provided herein.

Labor: All labor necessary to correct any item covered by this warranty will be provided at no extra charge by the Company.

Exclusions listed below apply.

The Company reserves the right to inspect any product(s) that you believe fail to meet the requirements of this limited warranty and you must allow the Company or its representatives all access reasonably necessary to perform such inspections.

General Limitations and Exclusions

This warranty is conditioned upon the normal use and care of the product(s). This warranty does not cover (a) damage caused by misuse, neglect, fire or other casualty, or any other cause beyond the control of Zen Windows, Inc, (b) any product where wood that forms a part of any window is exposed to the elements (such as with bow, bay or garden windows) unless you seal or otherwise protect such exposed wood within 10 days after installation.

Condensation on the outer surfaces (i.e. – touchable surfaces) of the insulated glass unit. Condensation on the outer surfaces does not indicate a defect and may occur temporarily as a natural result of humidity, excessive moisture, and changes in temperature or improper ventilation.

Acts of God (hurricanes, tornadoes, flood, etc.), acts of war, riots, fire, stress resulting from localized heat, modifications, and vandalism are not covered by this warranty.

Color variance may occur between replacement parts and weathered original material.

This warranty is exclusively for windows and sliding patio doors installed by the Company and paid for by Customer. Any additional products, such as hinged doors, installed by the Company, will carry the warranty provided by the manufacturer.

This Warranty does not apply to any costs, repairs or services for the following:

1. Repairs necessitated by use other than normal home/residential use;
2. Repairs necessitated by the Buyer's misuse of the product or other conduct resulting in damage to the product by Buyer or other persons;
3. Damage resulting from normal wear and tear, structural settling of the Premises, misuse, abuse, accidents, alterations, negligence or acts of the buyer or by the failure of Buyer to abide by directions for the use of the product or failure to provide proper care and/or reasonable maintenance of the product;
4. Corrective work necessitated by repairs made by anyone other than a Zen Windows authorized technician

Warranty Transfer: If the Customer sells the home, this warranty may be transferred to the subsequent property owner, provided the transferee notifies the Company, by email to the address below, within 30 days of the property transfer date. info@zenwindows.com

This Warranty gives you specific legal rights, and you may have other rights which vary by state law. You have the right to bring any action at law or equity to enforce to resolve disputes concerning or to enforce the provisions of this warranty.

HOW TO OBTAIN WARRANTY SERVICE

The Buyer must notify Zen Windows by calling the Company's phone number during regular business hours: 614-939-4936. The Buyer must promptly notify the Company of any defect, malfunction, or nonconformity promptly upon discovery. An authorized representative will be scheduled to visit the Premises for the purpose of evaluating the alleged defect and/or repairing or replacing the defective part within a reasonable time.

DISCLAIMERS

Zen hereby disclaims any express or implied warranty not contained within this document, to the extent that any such disclaimer is applicable under state or federal law. Further, **IMPLIED WARRANTY OF MERCHANTABILITY IS DISCLAIMED**