

Limited Lifetime Installation Warranty

WHAT IS COVERED BY THE WARRANTY

All labor necessary to correct any item covered by this warranty will be provided at no extra charge by Window and Door Showplace for as long as you, the original purchaser, owns and occupies the home. This warranty is in addition to any warranty extended to the customer directly from the manufacturer of the product or materials used in the installation. This warranty does not extend the manufacturer warranty. Window and Door Showplace will separately warrant that all of its work substantially conforms to the manufacturer's recommendations and follows industry standards and quality guidelines. If the warranty work requires the replacement of a product that is no longer available, the customer agrees to accept a reasonable product match.

HOW TO OBTAIN SERVICE

All warranty claims should be made to Window and Door Showplace using one of four ways below. Window and Door Showplace reserves the right to inspect any window or door for which a warranty claim is made, and make a determination that may include repairing or replacing.

- A. Email to: Service@WDSshowplace.com
- B. Web form submission at www.wdshowplace.com
- C. US Postal Service: Window and Door Showplace, Attn: Warranty Service, 44845 Falcon Place Suite 191, Sterling, VA 20166.
- D. Telephone: 703-736-9600

The written notice should include the following information: customer's name, address, telephone numbers, manufacturer of the product, installation date and a description of the nature of the problem. Window and Door Showplace will investigate the claim promptly. Any warranty work will be done during normal working hours except where a delay will cause additional damage. The customer agrees to provide access to the house and to make available during the work a responsible adult with the authority to approve the warranty work and confirm satisfactory completion of the warranty work.

REMEDIES AND LIMITATIONS

- A. Window and Door Showplace makes no other warranty, express or implied, other than as set forth herein
- B. These limitations shall be enforceable to the extent permitted by law.
- C. The preferred remedy is always for the repair or re-installation to be completed by the original installer whenever possible.
- D. With respect to any claim asserted by the customer against Window and Door Showplace, the customer understands that the customer will have no right to recover or request compensation for, and Window and Door Showplace shall not be liable for, any of the following items:
 - 1. Incidental, consequential, secondary, or punitive damages
 - 2. Damages for aggravation, mental anguish, emotional distress, or pain and suffering
 - 3. Costs in excess of the total contract amount for the project
 - 4. Attorney's fees or costs.
- E. Storm Doors and Interior Doors are limited to a one (1) Year Limited Installation Labor Warranty from date of installation.
- F. Caulk is limited to a five (5) Year Limited Installation Labor Warranty from date of installation. Homeowner should maintain caulking throughout the life of the home.
- G. If home is sold, warranty will revert to a ten (10) Year Limited Installation Labor Warranty from date of installation.
- H. Commercial projects are limited to a three (3) Year Limited Installation Labor Warranty from date of installation.

EXCEPTIONS TO LIFETIME WARRANTY

Damage or problems resulting from causes outside of Window and Door Showplace's control are not covered. Such causes include, but are not limited to:

- A. Any installation defect that was apparent at the time the work was completed but was not reported to Window and Door Showplace within thirty days.
- B. Damage related to subsequent alterations, misuse, abuse, vandalism or negligence.
- C. Damage resulting from fires, storms, leaks, accidents, floods, sub-grade moisture conditions, electrical malfunctions, war, terrorism or acts of God;
- D. Damage related to customer's failure to observe any instructions from Window and Door Showplace and/or requirements of the manufacturer with respect to the product, including without limitation, failure to control humidity and temperature levels within the home and failure to properly treat, seal and maintain exposed wood.
- E. Any item furnished by the customer.
- F. The installation of odd lots, close-outs or unwarranted product
- G. Paint, which may be required in installations, is not covered by this Limited Lifetime Installation Warranty.

VOIDED WARRANTY

This Lifetime Labor Warranty is voided under the following circumstances: The work is not included in the project description on the original Window and Door Showplace contract; the customer has not made final payment for the project.

COMPLETE AGREEMENT

Customer acknowledges that this Lifetime Warranty constitutes the entire agreement between the parties and that NO representation, whether oral or in writing, shall in any way alter the terms of this Lifetime Labor Warranty. Furthermore, nothing in this Lifetime Labor Warranty shall in any way restrict the right of Window and Door Showplace to bring action against the customer for non-payment.