

Zen Windows Carolina

Limited Lifetime Transferable Warranty

Subject to the limitations and exclusions listed below, Zen Windows Carolina LLC ("Company") warrants that any basic window or sliding patio door installed by the Company is free from defects in material and workmanship for the life of the home. This limited warranty begins on the date upon which the windows and/or sliding patio doors are installed. The limited warranty, as it applies to PVC coatings, hardware on sliding patio doors or any product containing internal mini-blinds or leaded glass lasts for 10 years. The limited warranty, as it applies to all other products or parts of the product(s), lasts for as long as the product(s) remain where, and as, originally installed in the single-family residential 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 manufactured 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, for the period of 10 years, 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 accidental glass breakage, the Company will provide replacement insulated-glass at no extra charge.

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.

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

General Limitations and Exclusions

- This limited 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 Carolina LLC, (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. Any additional products, such as hinged doors, installed by the Company, will carry the warranty provided by the manufacturer.

Warranty Transfer: If the original property owners sell the home, this warranty may be transferred to the subsequent property owner, provided the transferee notifies the Company, in writing, at the address below, within 30 days of the property transfer date.

Zen Windows Carolina LLC, 3440 Toringdon Way, Suite 205, Charlotte, NC 28277