



KVW International Limited Lifetime Warranty and Adjustment Policy

This Limited Warranty extends to all KVW products. The warranties described below are subject to the limitations and requirements described in the warranty provisions themselves and under "Specific Limitations" and "General Provisions". This warranty applies only if the KVW product is installed in a structure located outside the United States of America or Canada. KVW is a division of Kolbe & Kolbe Millwork Co., Inc.

uPVC VINYL FRAME AND SASH PARTS

KVW warrants that the UPVC vinyl frame and sash parts on its vinyl windows and doors will not, for a period of 5 (five) years into which the product is installed, blister, pit, corrode, flake, peel or rot under ordinary conditions on account of manufacturing defects in the extrusions. Painting or staining of vinyl parts will void any warranty with respect to such parts. The warranty contained in the first sentence of this paragraph applies only to the original owner of the structure into which the product is installed.

GENERAL WARRANTY

KVW, warrants that its vinyl products shall be free from defects in material and workmanship for a period of ONE (1) YEAR from the date of purchase.

WINDOW HARDWARE AND DOOR HARDWARE

KVW warrants that vinyl window hardware shall be free from defects in material and workmanship for 5 (five) years into which the window is installed. KVW warrants that vinyl door hardware shall be free from defects in material and workmanship for a period of ONE (1) YEAR from the date of purchase. Replacement hardware will be supplied free of charge in the first year. Thereafter, normal shipping and handling charges will apply. In all cases, the customer will be invoiced for the replacement hardware at the regular price and full credit will be issued when the defective hardware has been returned to KVW.

INSULATING GLASS

KVW warrants that, if the insulated glass is installed and operated in compliance with KVW instructions, the INSULATED GLASS only, if any, in KVW's products shall be free from defects in material and workmanship for a period of five (5) years from the date of purchase. KVW's obligations under this warranty shall be limited to, at its option and expense, the repair or replacement of the defective glass and/or at KVW's option to supply a new piece of glass installed in a new sash, for any insulated glass which it determines to be defective in material or workmanship under normal use and service. New replacements shall be provided F.O.B. KVW's factory.

INSULATING GLASS WARRANTY EXCLUSIONS

These warranties do not cover glass breakage, color of glass, bent glass, triple insulated decorative/art type glass, distortion, or any other failures or operating difficulties due to accident, abuse, misuse, alteration, misapplication, faulty building construction or design, exposure to elements when the glass has not been installed by KVW, improper or insufficient handling, storage, installation, maintenance or service, installation in sloped glazing, or non-standard installations including, but not limited to, installation in a non-vertical upside down, on-the-side, or out-of-square position. Also excluded from these warranties are failures or operating difficulties resulting from the exposure to corrosive fumes or condensates, stress from movement of the structure in which the glass is installed, use of night insulation or films and coatings on the interior of the product, or use in swimming pool, whirlpool tubs, spas or other high-humidity areas without adequate ventilation or humidity control. In addition, there is no coverage under these warranties for installation, repainting or refinishing, or other costs and expenses incurred due to the replacement of the glass. Furthermore, this warranty does not cover loss of time, inconvenience, nor does it cover delays or construction costs for late or damaged delivery or incidental or consequential damages.

SPECIFIC LIMITATIONS

KVW's Obligation. Except as otherwise more specifically provided in this Limited Warranty and Adjustment Policy, KVW's obligation under this Limited Warranty and Adjustment Policy shall be limited to, at its option and expense, its repair of or provision of a comparable new vinyl replacement part for any part which KVW determines to be covered by this Limited Warranty and Adjustment Policy.

Warping of Doors Warping shall not be considered a defect unless it exceeds 1/4" in the plane of the door itself, and does not refer to the relation of the door to the frame or jamb in which it is hung. In measuring the amount of warpage present in a door, the following method shall be used: Place a straightedge, taut wire or string on the suspected concave face of the door at any angle which could be horizontal, vertical or diagonal, with the door in its installed position. The measurement of the warpage shall be made at the point of maximum distance between the bottom of the straightedge, taut wire or string and the face of the door. Action on any claim for warpage may be deferred, at KVW's option, for a period not to exceed twelve (12) months from the date of the claim. If a door has been installed prior to such claim being made, the door must remain hung in the original installation during the period of deferment.

Instructions Any warranty will apply only if the product is installed and operated in accordance with KVW's instructions.

Misuse, Abuse, Etc. This Limited Warranty and Adjustment Policy does not cover any product that has been abused, misused, altered, used for a purpose other than that for which it was intended or in a manner inconsistent with any instructions regarding its use, nor does it cover zinc dichromate coatings from normal fading or corrosion when used in corrosive environments. Special corrosive resistant finishes are available.

Installation, Etc. KVW will not, under any circumstances, be responsible for installation or other similar activities necessary to complete any replacement. It will be the consumer's responsibility for installation or other similar activities necessary to complete any replacement.

Proof of Purchase KVW may require proof of the date of purchase of any product, so you should retain your sales slip or invoice.

Condensation Condensation on windows and any related water damage, which may occur as the natural result of humidity within the property or changes in interior/exterior temperatures, does not indicate a defect and is not included in this warranty.

Installation With Products of Other Manufacturers or Using Unapproved Parts This Limited Warranty and Adjustment Policy will not be available in the event that: (a) KVW parts or parts manufactured by others are used in the installation of a KVW product where such parts have not been approved for installation of that product; or (b) half circles, direct set or transoms manufactured by others are stacked or mulled on KVW products.

GENERAL PROVISIONS

THERE ARE NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR OTHER WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. FURTHERMORE, KVW DOES NOT WARRANT ANY SPECIAL PRODUCT OR ITEM WHICH IS MANUFACTURED ACCORDING TO SPECIFICATIONS PROVIDED BY THE CUSTOMER ITS AGENTS OR REPRESENTATIVES. UNDER NO CIRCUMSTANCES WILL KVW BE LIABLE FOR COSTS OF SHIPPING, APPLICABLE TAXES, OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, THE PAYMENT OF ANY COSTS OR EXPENSES OF DISASSEMBLY, REMOVAL OR REINSTALLATION OF THE PRODUCT OR ANY PART, INCLUDING, WITHOUT LIMITATION, THE INSULATED GLASS, ANY COSTS OR EXPENSE RELATING TO PAINTING, STAINING OR ANY OTHER ACTIVITY NECESSARY IN FINISHING THE REINSTALLATION OR DAMAGE OR LOSS TO OTHER PROPERTY.

PROCEDURE FOR CUSTOMER TO FOLLOW IN SEEKING PERFORMANCE UNDER THIS LIMITED WARRANTY:

Written notice of any claim under this warranty must be given to KVW, 1323 S. Eleventh Avenue, Wausau, Wisconsin 54401-5998 promptly when discovered, and in any event, within the above-stated warranty period. In case of a defect reasonably discoverable by inspection of any window upon receipt of shipment from KVW, notice must be given within thirty (30) days thereafter and before the window is installed. No warranty or warranties will apply in the absence of such notice. After receipt of such notice, a representative of KVW will examine the claim and advise the customer concerning disposition of the claim. KVW shall not be liable for windows repaired or replaced without its prior written consent.

No customer, distributor, sales person, dealer, retailer or other representative of KVW has the authority to alter or change these warranties either orally or in writing.