



## Window & Door Warranty Policy

*Our warranty services extend to the following product lines; Andersen, E-Series, Silverline, Harvey, Plygem and ThermaTru. Our team will work with you to address your warranty needs, however, not all concerns are covered by the Manufacturer's Warranty. Please review the list below to ensure your issue does not fall within these parameters.*

### What is NOT Covered by The Manufacturer's Limited Warranty

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#### ***Product failure or damage due to the following:***

- The improper installation of the product.
- The improper application or use of the product.
- Adjustments or corrections due to improper installation.
- Units improperly assembled or improperly mulled by others.
- Water infiltration other than as a result of a defect in manufacturing, materials or workmanship.
- Product modifications or glass shading devices (e.g., glass tinting, security systems, improper painting or staining, insulated coverings, etc.).
- Any modification or alteration to the product.
- The occurrence of accidents, vandalism, fire, floods, 'acts of God' including, but not limited to, earthquakes and hurricanes.
- The failure to perform reasonable and necessary maintenance on the product.
- The neglect, abuse, improper handling and/or improper storage of the product.
- Exposure of the product to excessive heat and/or cold beyond naturally occurring conditions.
- Stresses caused by building defects or settlement or movement of the structure in which the product is installed.
- The application of harmful cleaning solutions or products including, but not limited to; acetone, petroleum products or abrasive compounds.
- Stress cracks and broken glass (Depending on specific manufacturer)

- Condensation
  - Misalignment of grilles of 1/8" or less from appropriate position.
  - Rattling of grille bars within an air space.
  - Slight fading and/or color variations caused by normal aging or weathering.
  - Torn or ripped insect screens for any cause whatsoever.
  - Insects passing through or around the insect screen.
  - Minor warping of wood and clad-wood doors. We may defer actions on any claim for warping for a period of up to twelve (12) months from the date of the claim in order to permit conditioning and equalization to humidity and temperature conditions.
  - Slight glass curvature, minor scratches or other imperfections in the glass that do not impair structural integrity or significantly obscure normal vision.
  - Tarnish or corrosion to hardware finishes.
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**Please note the following:**

- Adjustments, touch-ups, and installation are not considered warranty items.
- Andersen Storm Doors are **NOT** part of the After Care Sales Care Program.
- Non-warranty labor will require a \$135 deposit. Additional labor and parts will need to be quoted.
- Installation of damaged or defective product is considered acceptance.

If a customer requires **OUT OF WARRANTY SERVICE**, we **CAN** perform that work, but we require the customer be charged the standard \$135.00 Service Charge at the time the job is approved. This fee is for the Tech to perform an initial inspection or correct the problem if possible. This fee is **NOT** to be applied toward any further parts or labor that would be needed. All non-warranty requests need to have payment collected before proceeding.

All Non-Warranty Parts should be ordered through sales. For that, please visit any of your local Curtis Lumber Stores.

**\*\*All missed appointments or cancellations the day of will require a \$35 fee to be paid prior to rescheduling. \*\***

