

Castle, “The Window People”, Inc.

INSULATED GLASS WINDOW UNITS

Lifetime Transferable Warranty

1. BASIC WINDOW UNIT

The Castle Window vinyl replacement windows are warranted against any defect in material and workmanship under normal use and service for as long as the window units remain within the openings that they were originally installed in.

2. INSULATED GLASS UNITS

The insulated glass units of all Castle Windows containing Low-E glass with argon gas are warranted to be free from material obstruction of vision caused by film formation, dust, dirt or moisture collection between the interior surface of the glass due to failure of the air-tight seal, under normal use and service, for as long as the window unit remains within the original opening for which it was installed. Castle Windows will provide replacement unit(s) free of charge, including labor.

3. GLASS BREAKAGE

Castle Windows will replace accidental glass breakage free of charge including labor for the life of the warranty.

4. TRANSFERABILITY OF WARRANTY

This Warranty extends to any person who is an owner of the property in which the windows were originally installed and to each transferee owner of such property and windows.

5. LABOR AND SERVICE

If your window or any part thereof is defective in a manner covered by this Warranty, we will replace the defective part with a new part at no charge.

6. CONDENSATION

No representation is made with respect to condensation on the windows, as condensation is the natural result of moisture in the house and changes in temperature and humidity. It does not indicate a defective window.

7. EXCLUSIONS

- This Warranty is made in lieu of all other expressed warranties.
- In no event shall the company be liable for special, incidental or consequential damages or for any delays in the performance of this warranty due to circumstances beyond its control.
- This warranty does not cover damage caused by vandalism, abuse, alteration, tampering, improper maintenance, negligence, failure of the structure, fire, lightning, hurricanes, tornadoes, or other acts of God.

If the window glass fails to meet the Warranty, Castle Windows will provide the replacement glass to you free of charge, including labor. Due to varying dye lots used in the manufacturing process of the glass – variances in the tint of the glass may occur. This variance is caused by minimal variations between each dye lot used in the tinting of the glass. Therefore, when replacement of the glass unit is required, an exact color match to existing window units cannot be guaranteed.

Due to the unlimited time length of the warranty, should the glass units or parts incorporated into any of its products, become unavailable at the time of any claim under this warranty, Castle Windows reserves the right to substitute, at its sole discretion, any other component of equal or better quality as a replacement.



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