



LIFETIME WARRANTY*

International Window Company (IWC) warrants its window and door products to be free from defects in material or workmanship that significantly impair their proper operation for the lifetime of your home for as long as you own it.

Coverage:

The lifetime coverage of this warranty applies to original owners of single-family homes and owners of single-family homes who purchase IWC products for remodeling or replacement. Proof of purchase and of continuous ownership will be required.

*For commercial buildings, multi-family dwellings, apartments and other types of buildings, the warranty period shall be ten (10) years following the date of purchase.

*For Jalousie products, the warranty period shall be ten (10) years following the date of purchase.

Coverage for Glass Breakage:

For Gentry 5400 Series products only, the Lifetime Warranty will extend to glass breakage, including tempered glass, unless attributable to acts of nature, (e.g. hurricane, fire, etc.) building settling, vandalism, civil disorder, structural failures of walls or foundation or improper installation, storage, applied films or handling. Specialty glass such as Laminated, V-Groove, etc. are not covered under this glass breakage warranty. This glass breakage warranty applies to products sold after October 1, 2015.

Limitations:

This warranty is limited, may not be assigned or transferred and does not include component failure due to improper installation, application or use, abuse, abnormal stresses due to vibration, heat and settlement, or acts of God. IWC is not liable for natural weathering of exterior finishes or for corrosion in highly corrosive environments. All glass warranties are void if any sun control film is applied to the glass surface. Insulating unit seal failure resulting from glass breakage is also not covered.

Remedy:

IWC will, at its sole discretion, repair or replace free of charge, including parts and labor, any window or door proven to be defective in material or workmanship during the applicable warranty period. If IWC is unable to provide replacement, or if repair is not commercially practical, IWC will refund the original purchase price.

Claims:

To claim service under this warranty, the homeowner shall provide written notification of the defect along with dated proof of purchase and proof of original home ownership to your nearest IWC facility or authorized IWC dealer. IWC reserves the right to conduct an on-site inspection of defective products in place and as originally installed.

Other Conditions:

THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER ORAL OR WRITTEN WARRANTIES, LIABILITIES OR OBLIGATIONS. IN NO EVENT SHALL IWC BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE BUILDING, ITS CONTENTS OR ANY PERSON THEREIN, RESULTING FROM THE BREACH OF ANY WARRANTY SET FORTH HEREIN. SOME STATES DO NOT ALLOW LIMITATIONS ON OR THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU!

This limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

This warranty applies to products sold after July 1, 2011.

International Window Company

Northern California: 1-800-624-0990

Southern California: 1-800-477-4032