

WINDOW & DOOR LIMITED LIFETIME PRODUCT WARRANTY

True View Windows and Glass LLC (“True View”) warranties products purchased from and installed by True View. All warranties are given to the original purchaser only; this warranty is not transferrable. Purchaser must reside in the home for warranty services. All warranty is for material replacement only; all labor cost is customer’s responsibility.

Lifetime Warranty:

Insulated Glass Units-Seal Failure: True View offers a 5-year warranty against seal failure. Seal failure is defined as a “FAILED” unit that develops significant obstruction of vision resulting from moisture film formation or dust formation between the interior glass surfaces of the unit, affecting the seal. True View will warranty your material glass replacement; customer is responsible for labor.

Labor quote will be sent to the customer and will be paid in full before ordering materials for glass replacement.

Glass Breakage: True View offers a lifetime warranty against accidental glass breakage. This does not include glass breakage due to weather, vandalism, acts of nature, unknown causes, and other non-accidental causes, to be determined by True View.

Installation Labor: True View warrants labor for a 2-year period on all products installed by True View. For example, window leaks due to improper installation.

Disclaimers:

1. True View cannot guarantee an exact glass match due to discontinued products or vendors.
2. Labor quote will be sent to customer and will be paid in full before ordering materials for replacement.
3. True View and its manufacturer WILL NOT reimburse or pay for any damages incurred, such as painting, board-up, stucco, or drywall.
4. Aftermarket window treatments such as window tint, stained glass, shutters, and other window treatments may void your warranty. Adding window treatment directly to the glass and as close as 6” may affect the performance of your glass and cause it to fail.
5. True View is not responsible for any warranty related to the product manufacturer.

Exclusions:

1. Improper and abusive usage of the product; damages caused by weather, animals, vandalism, and acts of nature will not be warrantied.
2. Excludes glass scratches, glass imperfections, and tempered glass.
3. Excludes hinge doors, pocket doors, deco door side lites, dog doors, and windows with internal blind insert.
4. Rental properties, apartment buildings, and commercial buildings where the purchaser does not reside
5. True View does not warrant cleaning, upkeep, and product maintenance. For example, cleaning the tracks and weep holes, caulking, etc.

Claims Procedure: *A copy of your invoice and picture of your claim must be submitted to your local True View™ office. (Claim will not be processed if requirements are not met.) All warranty claims are subject to approval by True View. It is in True View’s sole discretion to accept or deny a claim.*