



Superior Windows & Doors  
7934 S South Chicago Ave.  
Chicago, IL, 60617  
Tel: (847) 778-8487  
Email: info@swdimports.com

## LIMITED WARRANTY

This limited warranty applies to all Superior Windows & Doors® products purchased on or after the effective date of September 15, 2018 and extends to the owner of the structure in which the products are originally installed. This Limited Warranty is fully transferable as described below. This Limited Warranty is applicable only to products purchased and installed in the United States of America.

### WHAT IS COVERED?

#### **Glass**

#### **Twenty (20) Year Transferable Limited Warranty:**

Except as otherwise stated herein, the glass in Superior Windows & Doors® units is warranted to be free from defects in manufacturing, materials, and workmanship for twenty (20) years from the date of purchase from Superior Windows & Doors®.

The glass is also warranted not to develop, under normal conditions, any material obstruction of vision resulting from manufacturing defects or as a result of premature failure of the glass or organic seal for twenty (20) years from the date of purchase from Superior Windows & Doors®. Patterned glass is warranted not to develop, under normal conditions, any material change in appearance resulting from manufacturing defects or as a result from premature failure of the glass or organic seal for twenty (20) years from the date of purchase from Superior Windows & Doors®. This limited warranty on glass does not apply to special order glazings, impact-resistant glass or glass that is not factory installed. In the event a glass failure occurs as a result of a defect in manufacturing, materials, or workmanship within the limited warranty period, Superior Windows & Doors®, at its option, will (1) provide the appropriate replacement glass product to be installed; or (2) refund the purchase price at the time of the original purchase. Such replacement or repair is warranted for the remainder of the original limited warranty period.

This warranty may be transferred by the original owner only and to a successive party provided that the owner shall notify Superior Windows & Doors® in writing of the new party's name and address.

#### **Components Other Than Glass**

#### **Ten (10) Year Transferable Limited Warranty:**

Non-glass portions of Superior Windows & Doors® units are warranted to be free from defects in manufacturing, materials, and workmanship for a period of ten (10) years from the date of purchase from Superior Windows & Doors®. In the event a component other than glass fails as a result of a defect in manufacturing, materials, or workmanship within the limited warranty period, Superior Windows & Doors®, at its option, will: (1) provide replacement parts and labor; (2) refund the original

purchase price at the time of the purchase; (3) provide a factory replacement at no cost to customer.

Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

This warranty may be transferred by the original owner only and to a successive party provided that the owner shall notify Superior Windows & Doors® in writing of the new party's name and address.

## **WHAT IS NOT COVERED?**

The remedies mentioned herein are valid only when products covered by this warranty are properly installed, finished, and maintained. Superior Windows & Doors® will not be liable for:

- Accident, mishandling, or improper use.
- Negligent operation.
- Improper installation or maintenance.
- Fire, flood, earthquake, storm, tornado, acts of nature, or any other cause beyond the control of Superior Windows & Door.
- Any products, components or parts not purchased from Superior Windows & Doors.
- Defects caused by failure to provide a suitable installation environment for the product.
- Use of the product for purposes other than those for which it was designed.
- Unauthorized attachments or modifications.
- Any other abuse or misuse by the original purchaser or subsequent user.

## **HOW TO MAKE A CLAIM**

Superior Windows & Doors shall have no obligation under this warranty unless you promptly notified us in writing by registered or certified mail. Direct all claims to:

Superior Windows & Doors  
7934 S South Chicago Ave.,  
Chicago, IL, 60617  
Tel: (847) 778-8487  
Email: [info@swdimports.com](mailto:info@swdimports.com)

## **Please include the following important information:**

- Product ID label information (located in the right bottom corner of the glass spacer).
- Description of the product such as the exterior and interior color, unit type, and size.
- Description of the product concerns.
- Your name, address where the product is installed and telephone numbers

Any claim shall also include detailed information of the problems and alleged defects. Superior Windows & Doors®. must receive such notice within ten (10) days after discovery of the claimed defect.

Once notified of the defect, Superior Windows & Doors® through its authorized representative, shall observe the defect. Superior Windows & Doors® may charge an inspection fee for such onsite product inspection. If, after observation, Superior Windows & Doors®, at its sole discretion, determines that the problem is not the result of a defect in manufacturing, materials, or workmanship, Superior Windows & Doors® will, at its sole discretion, provide a remedy as described above.

## **GENERAL CONDITIONS AND EXCLUSIONS**

This warranty is not an insurance policy or maintenance agreement, routine inspections, and maintenance are the owner's responsibility. The limited warranty set forth in this document is the only express warranty (whether written or oral) applicable to Superior Windows & Doors® products. No representative of Superior Windows & Doors® shall have the authority to make any modifications, representations or oral agreements except as stated herein. All warranty claims must be during the applicable warranty period.

**THIS WARRANTY SUPERCEDES AND IS IN LIEU OF ALL OTHER WARRANTIES. SUPERIOR WINDOWS & DOORS® EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER ARISING OUT OF CONTRACT, TORT, OR OTHERWISE, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR, REPLACEMENT, OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.**

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, the so above limitations or excludes may not apply to the customer. This limited warranty is only applicable in the U.S.A. This limited warranty gives you specific legal rights, and the customer may also have other rights which may vary from state to state. If the limited warranty period has expired or for repairs not covered by warranty, many replacement parts are available for purchase. When warranty coverage is unclear, Superior Windows & Doors® may charge an inspection fee for any on-site product inspection. If the inspector determines the Superior Windows & Doors product has a defect covered by this limited warranty, the inspection fee will be waived.

All disclaimers and exclusions contained herein apply under all conditions. There are additional exclusions which apply to this product contained in the Installation, Care and Maintenance Instructions. If you have not received a copy of the Installation, Care and Maintenance Instructions, please contact the Superior Windows & Doors® for a copy of this publication.