

# PACIFIC GLASS BLOCK WINDOWS, LLC

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## WARRANTY

Pacific Glass Block Windows, LLC guarantees and warrants that aluminum, vinyl silicone and glass components of Pacific Glass Block Windows shall be free from defects in materials and workmanship for the lifetime of the original purchaser, five (5) years for powder-coat and paint frame finishes and one (1) year for wood components. Pacific Glass Block Windows obligations shall be limited to, at Pacific Glass Block Windows option, repair of, provision of replacement parts, components, or units of current design for, or refund of the original purchase price, of any product it determines to be defective in materials or workmanship under normal use and service.

This guarantee is subject to the following terms and conditions:

Effective with products purchased after January 1, 2014 and installed in the United States, this warranty applies only to the original consumer and is not transferable. This warranty does not apply if the product is not properly cared for or maintained, products repaired, altered, or modified by other than by Pacific Glass Block Windows or its authorized agents, products subjected to improper handling, installation, or application, excessive force, exposure, heat, natural surface weathering, fire, flood, earthquake, storm, or other acts of nature, or any cause beyond the control of Pacific Glass Block Windows.

The width of similarly manufactured glass blocks may vary, resulting in slight misalignment between individual blocks or rows of blocks. This is not a defect and in no way affects the performance of the product. Slight imperfections in glass blocks are inherent to the manufacturing process and are not considered defects. Texture, grain, and color variations in wood are not considered defects.

Submitting a Claim:

To initiate a claim action under this warranty, please contact the contractor who installed the product or the distributor who provided the product to you. In the event these persons are unknown, please contact Pacific Glass Block Windows Customer Service Department at 918-443-2550. Required information will include (1) date and location of original purchase (invoice), (2) proof of original ownership, (3) name of distributor where Pacific Glass Block Windows product was purchased (if known), (4) nature of defect and any other pertinent information. All claims must be made and processed prior to Pacific Glass Block Windows authorized repair work beginning. Failure to submit a claim prior to repair being done may be grounds for disqualifying a warranty claim. A claim must be made within fourteen (14) days of discovering any possible defect.

Limitation of Liabilities:

THIS WARRANTY SETS FORTH PACIFIC GLASS BLOCKS WINDOWS LLC'S MAXIMUM LIABILITY FOR ITS PRODUCTS. PACIFIC GLASS BLOCK WINDOWS SHALL NOT BE LIABLE FOR SPECIAL INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES. PACIFIC GLASS BLOCK WINDOWS MAKES NO OTHER WARRANTY OR GUARANTEE WITH RESPECT TO ITS PRODUCTS, EITHER EXPRESSED OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND ACCEPTABILITY FOR PARTICULAR APPLICATION, EXCEPT AS EXPRESSLY CONTAINED HEREIN. In the event that State Law precludes exclusion or specific limitation of implied warranty, a time and manner of presenting any claim of such implied warranty shall be the same as that provided in the expressed warranty as stated herein. These warranties provide specific legal rights, and other rights, which may vary from state to state.

April 1, 2021