

AURORA DOORS AND WINDOWS

PREMIUM LIMITED LIFETIME NON-TRANSFERABLE WARRANTY

THIS WARRANTY AGREEMENT (the "Agreement") is made between Aurora Doors and Windows ("Company") and the Purchaser identified below ("Purchaser"). This Agreement sets forth the terms and conditions under which the Company warrants its products to Purchaser.

Certificate Number: _____ [For Office Use]

I. PURCHASER AND PRODUCT INFORMATION

A. PURCHASER DETAILS

Name: _____

Installation Address: _____

City: _____ State: _____ ZIP: _____

Contact: Phone: _____ Email: _____

B. PRODUCT DETAILS

Purchase Date: _____

Installation Date: _____

Products Installed:

Windows (Quantity): _____ Style/Series: _____

Doors (Quantity): _____ Style/Series: _____

Order Number: _____

C. AUTHORIZED DEALER

Name: _____

Address: _____

II. WARRANTY COVERAGE

A. LIFETIME STRUCTURAL WARRANTY

Company warrants to the original Purchaser, for residential use only, that its doors and windows will be free from material manufacturing defects in materials and workmanship that would render the product unsuitable for normal residential use.

B. LIMITED TERM WARRANTIES

1. **Glass Components:** Ten (10) years from the date of purchase against defects resulting in obstruction of vision caused by film formation, condensation, dust, or moisture within the sealed unit's airspace.
2. **Finish:** Ten (10) years from the date of purchase against defects in materials and workmanship in painted or stained finishes.
3. **Hardware:** Five (5) years from the date of purchase or 750 openings, whichever occurs first.

*** LABOR COSTS ARE EXPRESSLY EXCLUDED FROM ALL WARRANTY COVERAGE.**

III. WARRANTY CLAIMS

A. CLAIM SUBMISSION

All claims must be submitted in writing to Company and must include:

1. Warranty certificate number.
2. Proof of purchase.
3. Detailed description of defect.
4. Supporting documentation (photographs).
5. Current contact information.

B. INSPECTION AND REMEDY

Company shall have reasonable time to inspect any alleged defect. Upon validation of the warranty claim, Company shall, at its sole discretion, either repair or replace the defective component.

IV. EXCLUSIONS AND LIMITATIONS

THIS WARRANTY SHALL NOT APPLY TO:

1. Damage from external forces including but not limited to:
 - o Fire, acids, fumes.
 - o Acts of God.
 - o Vandalism, abuse.
 - o Pet damage.
 - o Building settlement.
2. Normal weathering, fading, or wear.
3. Units exceeding the manufacturer's size limitations.
4. Commercial applications.
5. Condensation from environmental conditions.

V. DISPUTE RESOLUTION

Any dispute arising under this warranty shall be resolved through:

1. Direct negotiation.
2. If unsuccessful, mandatory mediation.
3. If needed, binding arbitration with a mutually selected arbitrator.

VI. GENERAL PROVISIONS

A. ENTIRE AGREEMENT

This document constitutes the entire warranty agreement between Company and Purchaser.

B. LIMITATION OF LIABILITY

Company's liability under this warranty is limited to the repair or replacement of defective components. The company shall not be liable for incidental or consequential damages.

C. GOVERNING LAW

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

VII. ACKNOWLEDGMENT

By signing below, Purchaser acknowledges reading, understanding, and accepting all terms and conditions of this warranty.

Purchaser Signature: _____ Date: _____

Dealer Signature: _____ Date: _____

COMPANY CONTACT INFORMATION:

Aurora Doors and Windows

Phone: (847) 469-1544

Email: sales@auroradoorsandwindows.com

Website: <https://auroradoorsandwindows.com/>