

# THERMAL WINDOWS, INC.

## LIFETIME LIMITED GLASS BREAKAGE WARRANTY

### Warranty Coverage

Windows manufactured and installed by Thermal Windows, Inc. (TWI) personnel or certified technicians are covered for glass breakage for as long as you own and reside in the home in which the windows are installed. This warranty is valid on residential property of the owner(s) named on the back of this certificate and is subject to the terms and conditions stated herein. The Lifetime Limited Glass Breakage Warranty is non transferable.

Thermal Windows, Inc. Lifetime Limited Glass Breakage Warranty includes parts and labor to repair or replace the damaged glass at the property listed on the back of this certificate.

### Effective Date

This warranty shall become effective upon TWI's receipt of full payment for the order(s) listed on the back of this certificate or in the case of full pre-payment the effective date shall be the date installation is complete.

### Coverage Exclusions and Limitations

This warranty only covers accidental breakage and does not include defects or damage attributable to misuse, abuse, settlement of the building or damage arising from willful acts of the customer or others. Excluded from this warranty are glass breakage incidents where frame damage prevents replacement. This warranty shall be void if film is applied to the glass or if film shades are used.

A trip charge will apply for any location in excess of 35 miles from TWI's facility.

The optional argon gas fill levels may decline over time, and are not covered by this warranty.

Insulated glass in fixed windows over 132 united inches or 30 sq ft is not covered by this warranty.

Thermal Windows, Inc. reserves the right to change or discontinue any of its products. If a covered product is not available, the manufacturer may substitute a product of comparable value.

The manufacturer's liability is limited solely to replacing the broken glass subject to terms and conditions stated herein and will be determined at the discretion of TWI. The manufacturer is not liable for incidental or consequential damages as a result of a defect.

### How to Obtain Warranty Repairs

If an incident occurs under normal use, contact Customer Service at the address or numbers shown below. Customer Service will advise you of the service and / or repair options available. All requests for service, repair or replacement must include a copy of this warranty and proof of purchase.

Thermal Windows, Inc.  
12805 E. 31st St.  
Tulsa, OK 74146  
Tel: (918) 663-7580  
Fax: (918) 627-3049  
Email: [warranty@thermalwindows.com](mailto:warranty@thermalwindows.com)

Ver. 17-0807

