



# DenCo European Windows & Doors Warranty

DenCo warrants to you, the original purchaser, that any window or door sold by DenCo is free of manufacturing and/or material defects. This Warranty applies as long as such purchaser resides in the home in which windows or doors were originally installed. This Warranty covers only manufacturing and material defects as specified herein. It does not include defects or damages attributed to installation, improper handling and storage, normal weathering or defects caused by accident, fire, flood, acts of God, vandalism, riot or civil disorder, misuse, abuse by harmful fumes, vapors, solvents, chemicals or chemical pollutants in the atmosphere, mildew, building settlement or structural failure of walls or foundations or if subjected to stresses resulting from localized heat which causes excessive temperature differentials over the glass surface and edges, condensation, minor scratches on glass or any other causes or occurrences beyond DenCo's control.

**UPVC & Aluminum Extrusions (sashes, frames, glazing bead)** shall be warranted to be free from chipping, color fade, or corroding for thirty (30) years.

**Parts and Hardware** are covered from manufacturing defects for a period of thirty (30) years.

**Screen:** Fixed screen frames are covered from manufacturing defects such as bending or breaking for ten (10) years. Retractable screens are warranted against manufacturing defects for ten (10) years.

**Insulated Glass Units** are to be warranted from seal failure for a period of thirty (30) years. Condensation or frost on the inside surfaces of the insulated glass, window or door does not indicate a defect in the window or door or in the installation of the window or door and is not covered in any respect by this warranty. Condensation on glass is a natural result of humidity and temperature.

**Logistics:** DenCo warrants the condition of all products in transportation from factory to final destination, regardless of carrier (including but not limited to: small boxes shipped with UPS, pallets through LTL carriers, DenCo trucks, PODS, or full container loads).

**Exclusions:** Failures or operating difficulties resulting from films or coatings, use in enclosed swimming pools, saunas, spas, or other high humidity areas without adequate ventilation or humidity control. This warranty does not cover loss of time, inconvenience, nor does it cover delays to construction costs for late or damaged delivery or incidental or consequential damages.

**Discontinuance:** DenCo reserves the right to improve, change, or discontinue any part or item used in the construction of its windows and doors. Replacement or warranted parts also can be discontinued or substituted at any time.

**Exercise of Warranty:** The original purchaser shall give written notice to DenCo with any claim for defect within 30 days of discovery. DenCo will inspect the product for which the claim was made and repair or replace the defective part only after inspection. If inspection is not practical, purchaser shall send digital material to inspect (photos, videos) or return the defective part to DenCo. DenCo will then ship the repaired part to the original purchaser or the nearest dealer or distributor. The original purchaser will be responsible for freight or postage charges. Labor and shipping are not included for any warranted item.

**Other Conditions:** This warranty is expressly in lieu of all other oral or written warranties, liabilities or obligations of DenCo. Pertinent state law shall control for what period of time, subsequent to sale, a customer may seek a remedy pursuant to the implied warranty of merchantability or of fitness for a particular purpose. In no event shall DenCo be liable for consequential or incidental damages of any kind including; any damage to the building, its contents or any person therein, resulting from the breach of any warranty