

The Artisan Series

Window Series Limited Warranty

Shelter Products, LLC, the Manufacturer of The Artisan Series Windows, makes available to the Original Purchaser / Present Property Owner the following Limited Warranty, warranting the Shelter Products, LLC The Artisan Series Windows for the time set forth as the Property Owner shall own and live in the property at the stated property address, from date of window installation, under normal use and service, against specified defects in material and workmanship of the Shelter Products, LLC The Artisan Series Windows, occurring as a direct result of the manufacturing process, and subject to the terms and conditions of this Limited Warranty.

Lifetime Limited Warranty – Polyurethane Frame

For as long as the Original Purchaser / Present Property Owner shall own and live in the property, the polyurethane will be warranted against cracking, warping, splitting or corroding.

10 Year Limited Warranty – Acrylic Glazing

The Acrylic Glazing of the Shelter Products, LLC The Artisan Series Window is warranted for 10 years as the Original Property Owner shall own and live in the property from date of window installation against development of material obstruction of vision occurring from manufacturing defects, resulting from fading, deterioration and delamination, under conditions of normal use and service. This warranty does not cover breakage of acrylic from any cause whatsoever.

Property Owner Claim Procedure and Other Warranty Provisions

Any claims for defects under this Limited Warranty should be made in writing to Shelter Products, LLC, 1492 High Ridge Road Suite 1, Stamford, CT 06903 Attention: Window Warranty Services, promptly after discovery of the claimed defect, describing the defect claimed and referring to this Warranty and date of window installation, together with the name of contractor, and proof of purchase, proof of property ownership and transfer info as requested. Allow a reasonable time for inspection purposes if determined to be necessary. If the windows do not conform to this Warranty and any such manufacturing defect occurs within the time period specified, according to the provisions of this Warranty, then Shelter Products, LLC agrees, at its option, to repair or replace the defective part or component of the window free of charge, which shall be shipped to Shelter Products, LLC, transportation charges prepaid, or upon prepayment of any applicable prorated amount then due from the Original Purchaser / Present Property Owner. The Property Owner will be responsible for return transportation charges back to the property location. Replacement parts or components furnished by Manufacturer under this Warranty will have the standard pattern and color available at that time. A color variance may occur between the new replacement part or component in comparison to the original window due to weathering exposure and would not be indicative of defects in the part or component. Shelter Products, LLC reserves the right to discontinue or change any Shelter Products, Artisan Series Windows as manufactured. If the part or component of the window originally installed is not available and Shelter Products, LLC determines to make replacement, Shelter Products, LLC shall have the right to substitute a compatible part or component, apportioned when pro rata basis applies over the warranted time period for usage to refund date. The Manufacturer does not warrant installation nor defects caused by installation. This Warranty covers only the specific manufacturing defects as specified herein. This Warranty does not cover any other damages or material failure including, but not limited to, normal weathering of sash frames and main frame, oxidation, accidents or intentional damage, or fire, flood, windblown objects, hail, lightning, earthquake or other Acts of God, chemical pollutants, chemicals, brick wash, mildew, negligent maintenance, misuse or abuse, building settlement or structural defects, or if subjected to stresses resulting from localized heat sources which cause excessive temperature differentials over the acrylic surfaces or edges, or any other causes or occurrences beyond the Manufacturer's control. Normal weathering may cause any surface to oxidize, chalk or accumulate surface dirt or stains due to varying exposures to sunlight, weather and atmospheric conditions. The geographic location, the quality of the atmosphere and other local factors in the area, over which the Manufacturer has no control, contribute to the severity of these conditions. Caulking is necessary on all installations to seal the frames or trim package against water and/or air infiltration. Caulking is considered a maintenance issue and is the responsibility of the homeowner. It is not considered part of the product and is not covered under this warranty. Condensation on windows may occur as the natural result of humidity within the house or building area and changes in interior / exterior temperatures, and does not indicate a defect in the window. This Warranty does not cover condensation nor frost or freezing from condensation on the windows. This Warranty is limited to the Manufacturer's furnishing repaired or replacement parts or components of the window, free of charge, within the time period specified, or as applicable, upon payment in advance of any pro rata amount then due from the Original Purchaser / Present Property Owner, according to the provisions of this Warranty, on the Manufacturer receiving from the Property Owner any such claimed defective parts or components of the window, and with return transportation charges for any repaired or replacement window part or component being at Property Owner's responsibility, as provided.

THE WARRANTY STATEMENTS CONTAINED IN THIS LIMITED WARRANTY SET FORTH THE ONLY EXPRESS WARRANTIES EXTENDED BY SHELTER PRODUCTS, LLC FOR THE WINDOWS, IN LIEU OF ALL OTHER WARRANTIES, AND THE PROVISIONS OF THIS WARRANTY SHALL CONSTITUTE THE ENTIRE LIABILITY OF SHELTER PRODUCTS, LLC AND THE PROPERTY OWNER'S EXCLUSIVE REMEDY FOR BREACH OF THIS WARRANTY. SHELTER PRODUCTS, LLC SHALL NOT BE LIABLE TO THE PROPERTY OWNER FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THE WINDOWS.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which vary, from state to state.

The Artisan Series manufactured and warranted by: Shelter Products LLC
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