



NORDEN WINDOWS & DOORS LTD

Norden Windows & Doors

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Norden Warranty

Norden Windows & Doors Ltd. Offers 20 years of limited transferable warranty.

Norden Windows guarantees:

- To the present owner or original consumer purchaser of Norden Windows & Doors installed in a **single-Family home**.
- To the original consumer purchaser in a **multi-family home**, by the builder as a new construction or by the purchaser as replacements.

Norden will repair or replace any such products that are defective in materials or workmanship at no charge and will pay the costs of all material parts ("Warranty").

Norden Windows & Doors Products warranty starts on the date of purchase as a new construction or the installation of our Products in the Home as replacements ("Start Date") and remains for **20 years for single family home and 20 years for Multi family home**.

PVC AND INSULATED GLASS:

This Warranty covers Window and Door vinyl extrusions such as frames, sashes, and glazing beads against material chipping, corrosion, blistering or rotting.

This Warranty will cover insulated glass for premature seal failure, spontaneous glass deterioration and material obstruction of vision from manufacturing defects under normal use and conditions.

This Warranty does not cover damage to the glass after delivery, decorative triple insulated glass or adhesive shadowing caused by prolonged use of Preserve Film (Preserve film would be removed within 9 [Nine] months of the date of shipping of the windows).

PAINTED OR STAINED PRODUCT:

Any Painted or Stained products under this Warranty are limited to **15 (Fifteen) Years** from purchase against cracking, peeling, blistering or excessive fading for the climate conditions on the applied surface of the product.

OPERATING HARDWARE:

This Warranty will cover operating hardware for a period of **5 (Five) Years** from the Start Date for defects in material or workmanship not caused by natural wear and tear (e.g. corrosion or tarnishing), abuse and misuse or for purposes other than what it was designed.

SCREENS:

Norden will replace any Norden window or door screen that is defective in materials or workmanship for a period of **1 (One) Year** from the Start Date.

ENVELOPE:

Norden will be responsible for the repair or replacement of that portion of the window which is determined to be defective and does not include any responsibility for replacement of other materials of home, building or business.

INSTALLATION:

This will cover for **5 (Five) Years** for Installation of windows and doors only done by **Norden**. This will only cover Windows and Doors and will not cover any material damage to the home, building or business.

EXCLUSIONS:

This Warranty does not cover damage or defects relating to:

- Improper handling, failure to properly care and maintain the Norden products.
- If alterations have been made to the Norden products including but not limited to finishes not applied by a Norden representative.
- Products which have been damaged by other tradesmen or workers.
- Products which have been damaged as a result of structural movement or structural settling.
- Products which have been removed from the original installation location.
- Products used outside of Canada.
- Damage caused by chemicals (e.g., brick wash) or harsh environment (e.g., salt spray or airborne pollutants).
- This Warranty does not cover normal wear and tear, abuse and misuse, natural weathering of finishes, acts of nature, terrorism, or war.

LIMITATIONS ON REMEDY:

Under this Warranty where a defect has been found Norden will provide materials and labor at no charge within the Lower Mainland of Vancouver and Fraser Valley. Otherwise the replacement of defective product or component will be at no charge under the Warranty, but the customer will be responsible for shipping and labor costs.

Condensation on any Norden product either on the interior or exterior of the Home is a natural result of excessive moisture in the Home or natural weather conditions outside the Home and is not indicative of defective product or installation.

This warranty is not valid if there is any outstanding balance.

All reported defects need to be agreed by a Norden representative before replacement or remedial work under this Warranty can take effect.

In no event will Norden be liable for incidental or consequential damages (other than Norden Products under this Warranty), whether based on breach of express or implied warranty, breach of contract, negligence, strict liability, or other theory. The above provisions are not intended to operate where prohibited by law. This express warranty may be extended by a provincial consumer statute.