

# ANDERSEN®

## ART GLASS® COLLECTION LIMITED WARRANTY

### SPECIFIC WARRANTY COVERAGE

#### TEN (10) YEAR LIMITED WARRANTY FOR ART GLASS COMPONENTS

All non-glass portions of Andersen Art Glass® panels and installation components are warranted to be free from defects in manufacturing, materials, and workmanship, for a period of ten (10) years from the date of panel manufacture. During this time, Andersen may elect to either repair or replace the defective component of your Andersen Art Glass product, in order to bring the product up to our manufacturing specifications. If repair or replacement is impractical, Andersen may elect to refund your original product purchase price or the original product retailer's list price, (whichever is less).

Repairs will be made and paid for by Andersen. If your panel requires factory repair, it must be packaged and returned to an Andersen WindowCare<sup>SM</sup> Specialist in its original, or Andersen approved carton.

If either repairs or replacement is elected, your repaired or replaced Andersen Art Glass panel will be shipped directly to you. It will be your responsibility to install and/or finish it.

See the "How To Get Help" section for more information.

#### 120 DAY LIMITED WARRANTY FOR GLASS BREAKAGE DUE TO SHIPMENT

The glass in Andersen Art Glass panels is warranted to be free from breakage due to shipment for 120 days from the date of panel manufacture. During this time, Andersen may elect to replace any glass broken, in your Andersen Art Glass panel, due to shipment. If replacement is impractical, Andersen may elect to refund your original product purchase price or the original product retailer's price, (whichever is less).

Replacement of your Andersen Art Glass panel will be made and paid for by Andersen. To receive a replacement panel for glass breakage due to shipment, your art glass panel must be packaged and returned, in its original carton, to the independent Andersen window retailer from whom you purchased your original panel.

Your replacement Andersen Art Glass panel will be shipped to the independent Andersen® window retailer from which you purchased your original panel. It will be your responsibility to install and/or finish it.

See the "How To Get Help" section for more information.

## GENERAL CONDITIONS

The limited warranties set forth in this document are the only expressed warranties (whether written or oral) applicable to Andersen Art Glass® products, and no one is authorized to modify or expand these written warranties.

The Andersen Art Glass Collection is designed exclusively for installation on Andersen windows and patio doors. This Limited Warranty applies only to the Andersen Art Glass Collection when properly installed on Andersen® products or when expressed approval is obtained from Andersen for unconventional applications.

**ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE SHALL EXPIRE WITH THESE 10 YEAR AND 120 DAY LIMITED WARRANTY TERMS. ANDERSEN IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY SHALL IN ALL INSTANCES BE LIMITED TO REPAIR, REPLACEMENT, OR REFUND OF YOUR ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT OR GLASS.**

Some states do not allow the exclusion or limitation of incidental or consequential damages, or of how long an implied warranty lasts, so the above limitations and exclusions may not apply to you.

This Warranty is only applicable in the U.S.A. (i.e. the fifty states and the District of Columbia). This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

## WHAT IS NOT COVERED BY THIS WARRANTY

Some things are not covered by this Warranty, such as damage caused by improper installation, use or maintenance, installation in a vehicle, sloped glazings, accident, Acts of God, finishing (painting or staining), corrosion of metals, damage to the product caused by high humidity or airborne pollutants, such as salt or acid rain; minor scratches or color variations in metal finish; color variations, bubbles or other imperfections naturally occurring in the glass.

## HOW TO GET HELP

To obtain help under this Warranty, contact your selling or closest independent Andersen window retailer. If no corrective action has taken place after waiting a reasonable time, write to:

**Andersen Windows, Inc.  
Customer Service Department  
100 Fourth Avenue North  
Bayport, MN 55003**

Please: **(a)** identify the Andersen Art Glass product that is involved, the date and place of purchase, and the original purchase price if known; **(b)** describe completely what the claimed defect is (photographs or sketches are helpful); **(c)** identify yourself and those persons who have already been contacted and state what attempts have been made to correct the problem; and **(d)** give the address, and phone number where the defective product can be inspected.

Andersen will investigate your claim and within sixty (60) days after notification, take appropriate action. Andersen may charge an inspection fee for any on-site inspection that is required or that is requested by you. If it is determined that the product has a defect covered by this Warranty, the inspection fee will not be charged.

*If your Andersen Art Glass® panel is beyond the Warranty expiration date, we can provide repairs, replacement parts, or routine maintenance - should you desire - at a reasonable charge. For repair on non-warranty items, please contact your local independent Andersen window retailer for the Andersen WindowCare<sup>SM</sup> Specialist nearest you.*