



## Vinyl Residential Window

# Lifetime Limited Glass Breakage Warranty

This warranty is extended to the original homeowner identified in this warranty by the manufacturer. Subject to the terms and conditions put forth in this warranty, the manufacturer makes the following warranties to the original homeowner regarding the insulated glass panels of the replacement windows installed on the property identified in this warranty. Sliding Patio Doors and Picture Windows are excluded from this warranty.

If a panel of insulated glass manufactured by OKNA Windows and installed in one of its replacement windows should break for as long as you own your home, the manufacturer will furnish a replacement panel at no charge.

Replacement parts will be shipped to Hess Home Improvement and must be picked up by the customer. Shipping and handling charges, where applicable, will be the responsibility of the customer.

This warranty is limited to the furnishing of replacement insulated glass panels and does not cover or include any labor costs. Glass panels with mini blinds between the glass will not be covered in the Lifetime Limited Glass Breakage Warranty. The manufacturer will not be responsible for any cost incurred in the removal or reinstallation of the insulated glass panels or windows. Additionally, this warranty does not cover damages resulting from fire, flood, earthquake, lightning, ice, wind-storms, tornados, hail or other acts of God or acts of civil unrest such as war, riots, etc. This warranty is not applicable for products installed in non-owner multi-family occupied dwellings or used for commercial purposes such as schools, churches, government owned structures, office buildings, etc.

The warranties put forth are the only expressed warranties extended by the manufacturer in connection with glass breakage. The remedies set forth in this warranty shall constitute the original homeowner's exclusive remedies, and the manufacturer shall not be liable to the homeowner for incidental or consequential damages for the breach of any expressed or implied warranties in connection with the insulated glass panels or windows. This limited warranty may not be changed or modified by any representative of the manufacturer or its distributors or dealers.

This warranty is limited to the original homeowner and is not transferable.

For warranty claims please contact:

**Hess Home Improvement**  
**4096 W Tilghman Street**  
**Allentown PA 18104**

The claim must include the homeowners name, address, date of installation, and a copy of this warranty. Additionally, the homeowner must provide Proof of Purchase for each window. In order to qualify for warranty coverage, the homeowner must do this within 30 days of the date the glass breakage is first discovered.

Customer's Name: \_\_\_\_\_ Date Of Installation: \_\_\_\_\_