PLY GEM
SHUTTERS | ACCENTS

LIMITED LIFETIME WARRANTY

THIS IS TO CERTIFY THAT PLY GEM SHUTTERS AND ACCENTS PRODUCTS HAVE BEEN INSTALLED AT THE RESIDENCE OF:

Name _____

Address _____

_____

Date of Installation _____

Homeowner _____

Contractor _____

WHAT YOUR WARRANTY COVERS

Congratulations on choosing Ply Gem products. They have been manufactured to exacting standards to ensure their beauty will last for years. That's why we back them with our exclusive Limited Lifetime Warranty, which states:

- If the products are defective, we will repair or provide replacement material.
- The products are covered for as long as you live and continue to own the home.
- If you sell your house, the new owner is covered for 50 years from the date of original installation.

See warranty for complete details. If you have additional questions about your warranty, just give us a call. And once again, thank you for choosing Ply Gem.

WE'RE HERE FOR YOU

We hope this is just the beginning of our relationship. We're eager to provide you with technical support, design assistance and straight answers to any questions or comments you may have about our products or your installation. You know how to contact your local dealer, and now, you know how to reach us. We're here for you, 24 hours a day.

THE PLY GEM PROMISE: Ply Gem is a 70-year leader in pioneering performance home exteriors, with a superior warranty for exactly the home you want for decades to come.

PLY GEM

Ply Gem Shutters and Accents products have a Limited Lifetime Warranty that is backed by Mastic Home Exteriors, Inc.
Ply Gem is a trademark of Ply Gem Industries, Inc. and/or its subsidiaries.
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2600 Grand, Suite 900
Kansas City, MO 64108
1-888-975-9436
PlyGemAccents.com

PLY GEM SHUTTERS, DESIGNER ACCENTS, MOUNTING BLOCKS & VENTS WARRANTY

Mastic Home Exteriors, Inc. manufactures Ply Gem Louvered, Raised Panel and Board and Batten Shutters, Vents, Mounts, Mantels and Door Surrounds (the "Products") in accordance with high standards and tight quality controls. The products will not rust or corrode because they are made from special resins. The Products will be free from manufacturing defects which result in cracking or splitting.

WHAT DOES THIS WARRANTY COVER?

Mastic Home Exteriors, Inc. warrants to you, the owner of the property at the time the Products were installed, that the Products are free from defects in material and workmanship in the course of manufacture if installed according to our specifications.

LIMITED FADE WARRANTY

Mastic Home Exteriors, Inc. also warrants to you that for a limited period as specified, the Products will not excessively fade. "Excessive fading" is more than 'normal fading' (see next page) which is in excess of a Delta-E of seven Hunter Units for a period of seven years following the installation date, as determined by Mastic Home Exteriors, Inc. This Warranty is limited to the terms and conditions, exclusions and limitations, requirements and legal rights stated in this Warranty.

HOW LONG DOES THE COVERAGE LAST?

If you are an individual, this Limited Lifetime Warranty lasts for the life of the property on which the Products were originally applied ("Property") for as long as you own the Property. If you are not an individual (e.g., you are a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.), the warranty period will be 50 years from the date of original installation of the Products on the Property, prorated as outlined in the Warranty Coverage Schedule following. This Limited Lifetime Warranty may be transferred with the Property. However, upon the transfer, the warranty period will be no more than 50 years from the date of original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule following.

WHAT WILL WE DO?

You must notify us in accordance with the notice requirements outlined below and we must validate the complaint. Upon the notification and validation, we will undertake the following: At our sole option, we will either repair, replace, refinish or refund to you the value of the Products found to be defective (or prorated if this Warranty is transferred). Our obligations under this Warranty will in no event exceed the purchase price of the Products found to be defective. Any additional costs and expenses beyond these amounts are your responsibility, including labor. In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

WHAT DOESN'T THIS WARRANTY COVER?

This Warranty does not cover:

- labor charges incurred
- damage of any kind resulting from faulty or improper installation
- **changes in surface color resulting from chalking, fading, soiling or staining, as exposure to the elements may cause these changes over time; the degree to which weathering occurs will vary depending on air quality, the building's location and other local conditions over which we have no control**
- accidental damage
- settlement
- structural shrinkage or distortion of the property structure
- fire
- lightning, hurricane, tornado, windstorm, earthquake or other acts of God
- harmful chemicals (including harmful cleaning compounds and pesticides)
- fumes or vapors
- surface deterioration due to air pollution or seacoast environment
- misuse or abuse
- vandalism
- airborne stains, mold and mildew accumulation
- your failure (or the failure of subsequent Property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance")
- impact of foreign objects
- warping or distortion due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., window reflection)
- products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem Building Products
- uneven fading, color change or "striping" of products due to installation over dissimilar, inconsistent or inadequate sheathing or backer board
- any other causes beyond our reasonable control

WARRANTY COVERAGE SCHEDULE

Number of Years from date of original installation to date of claim. Percentage of purchase Price of originally installed products found to be defective for which Mastic Home Exteriors, Inc, will be responsible.

DURING THE ORIGINAL PURCHASER'S OWNERSHIP OF THE PROPERTY..... 100%

Subsequent owners and others covered by a 50-year prorated warranty:

0-5	100%
more than 5 but less than 7	90%
more than 7 but less than 8	80%
more than 8 but less than 9	70%
more than 9 but less than 10	60%
more than 10 but less than 11	50%
more than 11 but less than 12	40%
more than 12 but less than 13	30%
more than 13 but less than 14	20%
more than 14 but less than 50	10%

*Total claim cost of refund not to exceed original purchase price

OTHER LIMITATIONS

1. This Warranty covers only genuine Ply Gem Louvered, Raised Panel and Board and Batten Shutters, Vents, Mounts, Mantels and Door Surrounds. It is your responsibility to verify that the installed are our Products.

2. Due to normal weathering, replacement Products may differ in gloss and color from Products originally installed on the Property.

3. We reserve the right to discontinue or change any design or color of any of our products at any time and without notice or liability. If, for any reason, Products of the type originally installed are no longer available from us at the time you make a warranty claim, we may substitute another product determined by us to be of comparable quality and price.

4. There are no warranties on these Products other than as set forth in this Warranty. We are not liable to you for a breach of any other written or oral express warranties, such as those, if any, given to you by dealers, contractors, applicators or distributors of the Products.

5. WE EXCLUDE AND ARE NOT RESPONSIBLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF ANY BREACH OF THIS EXPRESSED WARRANTY, OR ANY OTHER ORAL, WRITTEN OR IMPLIED WARRANTY THAT MAY APPLY TO YOUR PURCHASE, AS IT RELATES TO OUR PRODUCTS.

   THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

6. This Warranty gives you specific legal rights. You may also have other rights which vary from state to state.

   SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

   When a sample is required, it must be sent at the homeowner's expense. In the event the claim is approved and the homeowner wants the sample returned, there will be a $25 handling fee.

HOW DO YOU REGISTER YOUR WARRANTY

For all Ply Gem materials used on this installation project, one Application for Warranty Registration must be completed and mailed within 30 days after original installation has been completed. Please mail it to Mastic Home Exteriors, Inc., Ply Gem Shutters and Accents Warranty Registration Department, P.O. Box 110100, Pittsburgh, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of our Products and assists Mastic Home Exteriors, Inc. in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost.

HOW DO YOU TRANSFER YOUR WARRANTY

You and subsequent Property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Mastic Home Exteriors, Inc., Ply Gem Shutters and Accents Warranty Transfer Department, P.O. Box 110100, Pittsburgh, PA 15232. Failure to notify Mastic Home Exteriors, Inc. will not void the Warranty, but the notice will assist Mastic Home Exteriors, Inc. in processing any warranty claim. Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our warranty services number at 1-888-975-9436 to receive a warranty claims packet. If you would like to submit a claim request in writing, please provide the following information: a description of the claimed defect and the date the defect was discovered; the warranty registration number (if available); the date of original installation; and your name, address and phone number. Written claims should be sent to Mastic Home Exteriors, Inc., Ply Gem Shutters and Accents Warranty Claims Department, P.O. Box 110100, Pittsburgh, PA 15232 or fax your information to 800-862-4308. Mastic Home Exteriors, Inc. will provide notification of any additional information and physical evidence that may be required to process your claim.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM MASTIC HOME EXTERIORS, INC. WILL VOID THIS WARRANTY.

Facts about the installation of Ply Gem Louvered, Raised Panel and Board and Batten Shutters, Mounting Blocks and Vents, Designer Accents:

We designed and manufactured Ply Gem Louvered, Raised Panel and Board and Batten Shutters, Vents, Mounts, Mantels and Door Surrounds to perform best when installed by qualified applicators. While Mastic Home Exteriors, Inc. does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products. We frequently update our installation manuals with new and improved methods of application. You should discuss any product adjustments with the dealer or applicator who did the work. These adjustments can best be made by the original dealer or applicator, since he or she is most familiar with your particular installation.

PLY GEM SHUTTERS | ACCENTS

WARRANTY REGISTRATION

PROJECT INFORMATION

Completion Date: _____

Contractor (Builder) Name: _____

Company Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone: _____

Email Address: _____

Homeowner Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone: _____

Email Address: _____

Project Address (if different from above):

_____

City: _____ State: _____ ZIP: _____

Please indicate type of application:

☐ Remodeling ☐ New Construction ☐ Addition

Approximately, how old is the home? _____ years.

Approximately, what is the value of the home?

☐ Under $100,000
☐ $100,000 to $199,999
☐ $200,000 to $299,999
☐ $300,000 to $399,999
☐ $400,000 or more

What siding material was on the home prior to installation?

☐ None (New Construction)
☐ Stucco/Concrete
☐ Hardboard
☐ Oriented Strand Board (OSB)
☐ Fiber Cement Siding
☐ Aluminum/Steel Siding
☐ Plywood
☐ Brick/Stone
☐ Vinyl Siding
☐ Wood
☐ Other:

What was the total cost of the siding job?

☐ Less than $3,000
☐ $3,000 to $4,999
☐ $5,000 to $6,999
☐ $7,000 to $8,999
☐ $9,000 to $10,999
☐ $11,000 or more

How was the job financed?

☐ Cash/Check
☐ Loan
☐ Siding Dealer Financed
☐ New Home
☐ Other:

BUILDER/CONTRACTOR COMPLETE THIS SECTION, PLEASE

In the past 12 months have you used Ply Gem vinyl siding? ☐ Yes ☐ No

How many homes does your company re-side per year?

About what percentage of all the siding your company installed in the past 12 months involved vinyl siding? _____ %

Thinking just about vinyl siding, on average, about how many squares of vinyl siding does your company use on a job? _____

About what percentage of all the vinyl siding your company installed in the past 12 months involved the following brands?

_____ % Ply Gem brand vinyl siding

_____ % Other brand vinyl siding. Primary other brand name:

_____

PLY GEM SHUTTERS AND ACCENTS PRODUCTS COVERED UNDER THIS WARRANTY

PROFILE	COLOR	QTY. (PIECES)
CUSTOM SHUTTERS (PAIR)		
STANDARD SHUTTERS (PAIR)		
WINDOW MANTELS (PIECES)		
DOOR SURROUNDS (PIECES)		
MOUNTS (PIECES)		
VENTS (PIECES)		

Please visit plygemaccents.com and register your warranty.

MAIL TO: PLY GEM SHUTTERS AND ACCENTS
WARRANTY REGISTRATION
PO BOX 110100
PITTSBURGH, PA 15232-0600

This Application for Warranty Registration form is to be completed and mailed within 30 days after original installation has been completed for all Ply Gem materials used on this installation project