TAFCO® Vinyl Window & Patio Door Limited Warranty

IMPORTANT NOTICE: Read this entire TAFCO® Limited Warranty and Limitation of Liability ("Limited Warranty") before purchasing or installing this product. By installing this product, you acknowledge that this Limited Warranty is part of the terms of sale. This Limited Warranty applies to Vinyl Windows and Patio Doors manufactured by TAFCO and installed within the United States and Canada.

LIMITED WARRANTIES FOR PRODUCTS INSTALLED IN OWNER-OCCUPIED SINGLE-FAMILY HOMES

This Limited Warranty applies exclusively to vinyl windows and patio doors manufactured by TAFCO. TAFCO offers this Limited Warranty for its vinyl windows and patio doors installed in owner-occupied single-family homes within the United States and Canada.

Non-Glass Materials and Workmanship - Nontransferable Limited Warranty

All non-glass components, including vinyl frames and hardware for TAFCO windows and doors will be free from defect in material or workmanship that significantly impair their proper operation and function for as long as the Buyer owns and occupies the home where the products are installed.

Insulated Glass Materials and Workmanship – Nontransferable Limited Warranty

The insulated glass is warranted not to fail for a period of 15 years from date of purchase. This Limited Warranty applies to glass with significant obstruction of vision that results from moisture film or dust buildup between the glass surfaces.

It is known that argon within insulating glass dissipates over time and TAFCO makes no warranty regarding the rate of dissipation of argon or the amount of argon remaining at any time following manufacture of the unit.

If TAFCO receives notice of a defect in materials or workmanship in a vinyl window or door manufactured by TAFCO, the company will, at its sole discretion:

1. Repair or replace the defective part(s) or product(s); or
2. Refund the original purchase price.

This Limited Warranty is exclusive to the original Buyer and is non-transferable. Vinyl windows and doors manufactured by TAFCO installed in non-owner-occupied residences and glass components are not covered under this Warranty.

Installation Requirements: Proper installation is critical to the performance of TAFCO products. All installation instructions provided by TAFCO must be strictly followed to ensure warranty coverage. Any deviations or noncompliance with these guidelines may result in the voiding of this warranty.

What is not covered by this Limited Warranty

- Failure due to product modifications by owner or installer
- Improper use or maintenance
- Exposure to conditions beyond unit performance specifications
- Failure to properly install and seal during installation
- Fading and color variations caused by typical aging
- Improper storage, handling, installation, and use

PRODUCT INSPECTION PROCEDURE

All products must be thoroughly evaluated and inspected upon receipt. Any damage, defects, or operational failures must be reported to TAFCO immediately. The inspection should include a detailed review of all components, including frames, glass, hardware, and finishes. Any irregularities, visible defects, or functional failures must be documented with descriptions and supporting photographs.

CONDITIONS APPLICABLE TO ALL SALES OF COVERED TAFCO PRODUCTS AND LIMITED WARRANTIES

Limitation of Warranty

FAILURE TO ADHERE TO TAFCO INSTALLATION AND MAINTENANCE INSTRUCTIONS WILL VOID ALL WARRANTIES UNLESS THE BUYER OR USER CAN DEMONSTRATE THAT THE DEFECT OR FAILURE IS UNRELATED TO SUCH NONCOMPLIANCE.

This Limited Warranty does not cover the use of TAFCO products under abnormal conditions, exceeding the stated performance parameters provided on product labeling and in the TAFCO Architectural Design Manual, or under circumstances not reasonably foreseeable to or beyond TAFCO's control. The Buyer and User assume all risks related to such use.

TAFCO AND ITS SELLERS MAKE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. This disclaimer of implied warranties may be limited or ineffective if you are a consumer under the Magnuson Moss Act, 15 U.S.C. § 2301. In such cases, the duration of any implied warranties is two (2) years from the date of sale by TAFCO or its authorized dealer. Some states do not allow limitations on implied warranty durations, meaning the above limitation may not apply to you. This Limited Warranty provides specific legal rights, and you may have additional rights that vary by state.

Limitation of Liability

This Limited Warranty defines the maximum liability for TAFCO products. UNDER NO CIRCUMSTANCES SHALL TAFCO OR ITS SELLERS BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES RESULTING FROM THE SALE, INSTALLATION, OR USE OF TAFCO PRODUCTS. Some states do not allow the exclusion or limitation of incidental or consequential damages for consumers, so this limitation may not apply to you.

Prompt Notice of Claim

Claims must be reported to TAFCO within the applicable warranty period. The Buyer or User must notify TAFCO immediately, and in no event more than one (1) year after discovering any defect or issue covered by this Limited Warranty. Claims not reported within this timeframe will be barred.

LIMITED WARRANTY CLAIM PROCEDURE

IMPORTANT: To initiate the warranty process, the claim procedure must be fully completed. To ensure a timely and efficient resolution of warranty claims, please follow the steps outlined below.

How to File a Claim

To file a claim under this Limited Warranty, email customerservice@TAFCO.com with the following details:

Owner Information

1. Property Owner's full name
2. Property Owner's address
3. Property Contact phone number
4. Installation address (if different from owner's address)

Product Information

1. Product model number
2. Product SKU
3. Proof of purchase (receipt, invoice) including date and location of purchase

Issue Details

1. Detailed description of the issue
2. Supporting photos clearly showing the problem

Additional Notes

- **Supporting Documents:** Proof of purchase must be in **PDF, JPEG, or PNG format** and clearly show the date and location of purchase.
- **On-Site Inspection Fee:** TAFCO may charge a fee for on-site product inspections if the issue falls outside warranty coverage or requires a technician visit.
- **Processing Time:** Once submitted, claims will be reviewed within **7-10 business days**. After processing, TAFCO will contact you with further instructions.
- **Need Assistance?** For any questions regarding the claim process, please contact **TAFCO Customer Service at; customerservice@TAFCO.com**
