

INDUSTRY'S STRONGEST LIFETIME WARRANTY

Window World ("Company") warrants to the original purchaser/property owner ("Owner") and, if any, Owner's transferee, that any windows, vinyl sliding patio doors and vinyl siding ("Warranted Product(s)") installed by the Company are free from defects in material and workmanship if the Owner or Owner's transferee owns the home in which the Warranted Product(s) are installed. Upon second transfer of ownership, all labor will be warrantied at no cost to transferee, however, materials will be charged at the responsibility of the second (and subsequent) transferee.

Transference of Warranty—This Warranty maybe transferred to the Owner's transferee provided the Company is notified of the transfer within 30 days of the property's transfer date. The written correspondence must be mailed to the company address and must include a transfer fee of \$250, the original owner's name and address of product installation; transferee's name, address and telephone number and the Window World location responsible for the installation. For Company to cover this warranty, it is necessary for Company to have completed the finished product.

Conditions of Industry's Strongest Lifetime Warranty—Warranty is applicable provided all necessary installation requirements have been met including necessary trim, replacement of rotten wood, trim from mullion cuts or anything required to get condition of home back to the original state of the residence or building as originally constructed. Damage from Acts of God (hurricanes, tornadoes, flood, etc.), Acts of War, riots, vandalism, fire and stress resulting from localized heat or modifications is not covered by this warranty.

Vinyl Parts Warranty—Under normal use, the vinyl components of the Warranted Product(s) will not blister, peel, rot or corrode.

Mechanical Parts Warranty—All mechanical parts (locks, vent stops, balances) are warranted to be free from manufactured defects in material and workmanship. Replacements for any defective mechanical parts will be supplied at no charge.

Insulated Glass Unit Warranty—The sealed insulated glass unit is warranted against defects resulting in material obstruction of vision from film formation caused by dust or moisture in the dead air space of the unit for the life of the warranted product. If the glass unit fails, the Company will supply the Owner with a replacement insulated glass unit or sash at no charge. Condensation may occur as the natural result of humidity within a home or changes in the interior/exterior temperature. The warranty covers neither condensation, nor frost or freezing from condensation on the windows or patio doors.

Glass Breakage Limited Lifetime Warranty—Upon proper notice of a claim by the Original Product Owner ("Owner"), Window World will provide a sealed insulated glass unit ("IGU") to replace broken or cracked glass in your window. Labor and shipping terms are the same as described in the Product Warranty.

BUILDING CODE CONDITIONS REQUIRING TEMPERED DOOR AND WINDOW GLASS

DOORS

Per the International Residential Code (IRC), all glass or panels in fixed, operable, swinging, sliding and bifold doors must be constructed from safety glass, regardless of size. In addition, any glass located adjacent to a door within a 24-inch arc of the door must be constructed from safety glass if the bottom edge of the glass is less than 60 inches above the walking surface. The only exceptions to these rules are decorative glass and any glass opening too small for a 3-inch ball to pass through. While these IRC rules apply to all residences in the United States, some areas' code also requires all glass located within 40 inches of an exterior or interior dwelling unit door be tempered or burglar-resistant. Homeowner should be self-informed of these codes.

WINDOWS

Fixed or operable windows must include safety glass if they measure larger than 9 feet square, the bottom edge is less than 18 inches above the floor, the top edge is more than 36 inches above the floor and there is a walking surface within 36 inches of the glass. Tempered glass is not required unless all four of these conditions are met. See Wet Area section for bathroom and spa glass requirements below.

STAIRS

The IRC states that stair rails must be made from safety glass, as well as structural baluster panels and nonstructural infill panels. Tempered glass must be used for all glass adjacent to stairs, ramps and landings if the glass is located within 36 inches of a walking surface and the exposed surface of the glass is less than 60 inches above any walkway. Finally, all glazing on surfaces adjacent to stairs must be made from safety glass when the surface sits within 60 inches of the bottom tread, and the glass is less than 60 inches above the nose of the bottom tread.

WET AREAS

The higher risk of slips and falls in wet areas means most glass located in bathrooms or near a hot tub or sauna must be constructed from safety glass. All glass in the bathroom or around a hot tub or sauna must consist of safety glass if the bottom edge is less than 60 inches above a standing or walking surface, such as the shower floor. In outdoor areas around a hot tub, all glazing must be constructed from safety glass if the bottom of the glass is less than 60 inches above the walkway and within 60 inches of the edge of the water, per the IRC.

Subject to limitations and exclusions. If a window installed by a Window World franchise ("Window") or a sliding patio door installed by a Window World franchise ("Door") develops an issue that is covered by the product's manufacturer under the manufacturer's product warranty ("Manufacturer Warranty"), Window World Inc. ("WWI") promises to provide the labor necessary to repair or replace the Window or Door ("Repair"), free of charge, for up to 5 years after installation. After 5 years, a \$75 trip fee will apply. This Repair Labor Guarantee is effective once final payment is received for the applicable Window or Door.

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