



**MASONITE.**

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## WARRANTY COVERAGE

Subject to the conditions, exclusions and limitations stated herein, Masonite warrants that when delivered to Customer, its Products will be free from any manufacturing defects in material and workmanship that render the Product unfit for its normal and recommended use.

In order to validate your warranty, all glass and glass lite frames (“Products”) must be finished in accordance with manufacturer’s recommendations.

THIS WARRANTY APPLIES ONLY TO THE ORIGINAL PURCHASER OF THE PRODUCT (OR FROM THE ORIGINAL OWNER OF THE SINGLE FAMILY HOME WHERE THE GLASS WAS ORIGINALLY INSTALLED). THIS WARRANTY IS NOT TRANSFERABLE OR ASSIGNABLE TO ANY OTHER PARTY.

The period of warranty shall begin as of the date of purchase by the customer and shall extend for the following product(s) respective warranty period:

1. Twenty (20) year warranty for the insulated glass components and molded frame components for Masonite Standard Glass, Mini-blinds and Decorative Glass.
2. If the frame is PVC material there is a five (5) year limited warranty on the frame components.

## EXCLUSION

This warranty does not cover any of the following:

1. Any defects or damages arising out of and/or caused during shipment by common carriers, private transportation, or any other means of transportation.
2. Any defects or damages arising out of improper maintenance, installation, handling, cleaning, finishing, glazing, misuses, abuse, acts of God, accidents, and/or any other circumstances beyond the reasonable control of Masonite.
3. Any Product submitted to high heat conditions behind a non-vented storm door.
4. Any defects or damages caused by, arising out of or related to improper seal for glass products sold without Masonite’s factory applied sealant.

5. Imperfections that are considered characteristics of fine hand-crafted glass; such as bubbles, lines, slight surface imperfections or discolorations.
6. Non-Masonite applied factory finishes such as the application of a primer, paint or stain to the frame. Some finishes may not provide proper adhesion. You should consult with the paint manufacturer or distributor before selecting a finish to ensure it is appropriate for the intended use.
7. Labor, shipping, or other charges incurred or claimed by the customer.
8. Products installed in a structure other than a single family home.
9. Acts of third parties

## INSPECTION AND DISCOVERY OF DEFECT

It is the customer’s responsibility to inspect the product immediately upon receipt of shipment. If a defect covered under this warranty is discovered upon such inspection, the customer shall immediately file a claim in accordance with the proper procedure as set forth below.

Masonite shall have no obligation with respect to any defect that was reasonably discoverable upon visual inspection, when such defective product is installed (or otherwise used) prior to properly filing a claim.

If a defect is discovered after receipt of shipment but within the products warranty period, the customer shall immediately file a claim in accordance with the proper procedures as set forth below.

## WARRANTY CLAIM PROCEDURES

The customer must comply with the following procedures to make a proper claim under this warranty:

1. The customer must present a written claim to Masonite within 30 days after discovering a defect. The written claim must be received within the product’s warranty period.
2. The customer must provide the following information in its written claim.
  - a) adequate description of the claimed defect(s)
  - b) identification of product design or pattern;
  - c) date of purchase, place of purchase, purchase price, and date of delivery to customer.



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- 3. The customer must, if requested by Masonite, permit Masonite or its representative to inspect the product or if requested return product freight prepaid for inspection.

## REMEDIES

- 1. After receiving a valid claim, Masonite has the option to
  - a) repair the product
  - b) provide a replacement product (or part, as appropriate) of like kind and design as specified in paragraph 1 below or
  - c) refund a percentage of the original purchase price as specified in paragraph 1 below

### Paragraph 1:

Period (years)	Refund to customer
0-5	100%
6	80%
7	70%
8	60%
9	50%
10	40%
11-15	30%
16-20	20%

- 2. If Masonite elects to provide a replacement product, the limited warranty on the replacement product will last for the balance of the warranty on the original product. If the customer fails to provide a satisfactory proof of the date of purchase, the date such product was manufactured shall be used.

## DISCLAIMER OF WARRANTY

MASONITE MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO ITS PRODUCTS (OR ANY OTHER REPLACEMENT PRODUCT), INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT PROVIDED HEREIN.

## LIMITATION OF REMEDIES

THE REMEDIES SET FORTH ABOVE ARE THE CUSTOMER'S EXCLUSIVE REMEDIES FOR ALL CAUSES OF ACTION RELATED TO THE SUBJECT MATTER, INCLUDING WITHOUT LIMITATION, BREACH OF CONTRACT, BREACH OF WARRANTY OR NEGLIGENCE. ALL CLAIMS MUST BE BROUGHT WITHIN ON (1) YEAR FROM THE DATE THE CLAIM AROSE UNLESS A DIFFERENT MINIMUM TIME IS REQUIRED UNDER THE APPLICABLE LAW. IN NO CASE SHALL MASONITE BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

OTHER RIGHTS VARY FROM STATE TO STATE AND MAY APPLY TO YOU. SOME STATES AND FEDERAL LAWS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IN THE EVENT THESE LAWS APPLY, THEN THE LENGTH OF ANY IMPLIED WARRANTY SHALL BE ONE (1) YEAR OR THE SHORTEST TIME IN EXCESS OF ONE YEAR PERMITTED UNDER APPLICABLE LAW. SIMILARLY, SOME STATES DO NOT ALLOW THE EXCLUSION OF LIMITATION OF CONSEQUENTIAL DAMAGES AND, IF APPLICABLE, THE LIMITATION WILL NOT APPLY.

THIS WARRANTY CANNOT BE MODIFIED. THIS WARRANTY IS THE COMPLETE AND EXCLUSIVE WARRANTY RELATED TO THE PRODUCT, AND IT SUPERSEDES ALL EARLIER AGREEMENTS. NO EMPLOYEES OF MASONITE AND OR ANY OTHER PARTY IS AUTHORIZED TO MAKE ANY ADDITIONAL WARRANTY. INVALIDATION OF ANY ONE OR MORE OF THE PROVISIONS OF THIS WARRANTY SHALL NOT INVALIDATE OR EFFECT ON ANY OF THE OTHER PROVISIONS.

Customer is defined as either the original party which directly purchased the original product from Masonite or the original owner of the single family home where the glass was installed.

Effective February 1, 2017. Changes made effective February 1, 2017 are not retroactive.