

How do you submit a warranty claim?

You must submit your claim in writing to us within the warranty period and within thirty (30) days of Product failure.

To initiate a claim, you should contact our warranty services number at (1.844.679.3745) 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 product failure and the date the failure was discovered; the warranty registration number (if available); the date of the original installation; proof of status as property owner; proof of purchase; date and place of purchase; and your name, address and phone number. Written claims should be sent to Ply Gem Roofing Engineered Warranty Claims Department 2600 Grand Blvd., Suite 900, Kansas City, MO 64108.

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. 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.

Ply Gem shall have no obligation whatsoever without proper notice and an opportunity to respond. Upon proper notice, Ply Gem shall be afforded the opportunity to inspect or take other action necessary or appropriate to formulate a response.

ANY REPAIR OF THE PRODUCTS UNDERTAKEN WITHOUT PRIOR WRITTEN AUTHORIZATION FROM PLY GEM WILL VOID THIS WARRANTY.

Warranty Coverage Schedule	
Number of Years From Date of Original Purchase to Date of Claim	Percentage of Purchase Price of Products Determined to Be Defective Under the Terms of This Limited Warranty for Which Ply Gem Will Be Responsible
0-5 YEARS	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%

Other Limitations

1. This limited warranty covers only genuine Ply Gem Engineered Roofing. **It is your responsibility to verify that the roofing installed is our Product.** It is a good idea to retain your proof of purchase in case it is needed if you submit a warranty claim.

2. Replacement products may differ in gloss and/or color from Products originally installed on the Property, and Ply Gem shall not be responsible or liable as a result of such variance.

3. We reserve the right to discontinue or change any of our products, including design and color changes, 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/or price and shall not be liable as a result of any difference.

4. There are no warranties on these Products other than as set forth in this limited warranty, and no dealer, contractor, applicator, distributor or other party is authorized to change or add to this limited 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. You agree that no action or inaction of Ply Gem shall constitute a waiver.

5. THIS IS THE SOLE AND EXCLUSIVE WARRANTY FOR PLY GEM ENGINEERED ROOFING PRODUCTS IN LIEU OF ALL OTHER WARRANTIES, AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. WE EXCLUDE AND IN NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNATIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE ORIGINAL PURCHASE AND INSTALLATION PRICE OF THE PRODUCT FOUND TO BE DEFECTIVE. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND SHALL NOT EXPAND THE SCOPE OF THIS WARRANTY.

6. Where these limitations are prohibited or otherwise altered by mandatory legal provisions, the warranty shall remain effective to the full extent of the law. This limited warranty gives you specific legal rights and 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, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

7. Weathering is a normal occurrence as all material will weather when exposed to air pollution, acid rain, ultra violet light, weather extremes, and other elements found in the outdoors. The severity of any weathering depends on the location of the building, the air in the area, and many other influences over which Ply Gem Roofing has no control. **This Limited Warranty will only cover color fading in excess of four (4) Hunter units beyond what would be expected in the area in which the products are installed.** The Hunter Units will be calculated in accordance with ASTM D2244 and Ply Gem Roofing, in its sole discretion, will determine if the fading is in excess of four (4) Hunter units beyond what is expected in the area where the products are installed. All claims related to fading must be reported within ten (10) years from the date of the original product purchase and must be supported by the permitted claim document. If a claim for fading is allowed, Ply Gem Roofing will refund the amount originally paid for the products. No installation costs or other costs will be reimbursed related to damage from alleged fading.



50 Year Limited Warranty

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PLY GEM ROOFING 50-YEAR NON-TRANSFERABLE LIMITED WARRANTY

We at Ply Gem are confident that you will enjoy your experience with Ply Gem Engineered Roofing (the "Products") as we manufacture the Products in accordance with high standards and tight quality controls. It is important for you to know that Ply Gem supports its Products and that, as a consumer-purchaser, Ply Gem will respond to notice from you regarding any product concerns according to the terms set forth below.

What does this limited warranty cover?

Ply Gem warrants to you, the owner of the property at the time the Products were installed, that upon notice from you as required herein, Ply Gem will provide replacement product or refund (as provided below) to correct any rot, splintering, delamination, or excessive swelling from moisture if it is directly caused by a manufacturing defect in the Product as determined by Ply Gem and has resulted in a significant impairment in usage, provided the Products are installed according to our specifications.

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 installing the Products in a single-family home application, this limited warranty to the original consumer-purchaser of the Products will last for 50 years from the date of original purchase from an authorized Ply Gem dealer as long as you own the property on which the Products were originally applied ("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.) or the Products are installed on a multi-family, non-owner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.), the warranty period to the original purchaser of the Products will be 50 years from the date of original purchase from an authorized Ply Gem dealer, prorated as outlined in the Warranty Coverage Schedule below. This limited warranty may not be transferred with the Property.

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 repair, replace, refinish or refund the original amount paid by the original Property owner for the Products we determine to be defective under the terms of this limited warranty, all as prorated in accordance with the Warranty Coverage Schedule below. For a period of two (2) years from the date of original purchase from an authorized Ply Gem dealer, Ply Gem will provide labor reasonably necessary to repair, replace or refinish Products we determine to be defective under

the terms of this limited warranty. Labor does not include any repair, replacement, refinishing or refurbishment of materials beyond the affected Products.

Our obligations under this limited warranty will in no event exceed the Purchase and Installation Price of the originally installed Products found to be defective. Any additional costs and expenses beyond these amounts are your sole responsibility. "Purchase and Installation Price" means the sum of (a) the total original cost of the roofing that we determine to be defective or otherwise being replaced, plus (b) the total original cost of labor for the installation of roofing that we determine to be defective or otherwise being replaced. If we cannot determine these amounts from original documents, we will compute the purchase and installation price using (i) our suggested wholesale price in effect at the time of purchase for the cost of material, (ii) labor rates prevailing in the area where the building is located at the time of installation and (iii) an estimated installation time for the cost of labor.

In the event we replace the Products under the limited warranty, the warranty applicable to the replacement products will extend only for the time remaining under the original warranty.

What this limited warranty does not cover?

Any obligation of Ply Gem hereunder is contingent upon proper installation per manufacturer's instructions and good building practices, normal product use, maintenance, and proper care. This limited warranty does not cover:

- any condition not directly caused by a defect in a Product as manufactured;
- any installation or defects or damage of any kind attributable to or resulting from installation, including faulty or improper installation;
- perceived color fading less than four (4) Hunter units beyond what would be expected in the area in which the products are installed (more details in item (7) of the "Other Limitations" portion of this warranty document.
- normal wear or conditions caused by:
 - accidental damage;
 - settlement;
 - structural shrinkage or distortion of the property structure;
 - fire;
 - lightning, hail, hurricane, tornado, windstorm, earthquake, or other acts of God;
 - corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
 - fumes or vapors;
 - neglect;

- mishandling;
- improper care;
- improper or harmful cleaning;
- misuse or abuse;
- vandalism;
- airborne stains, mold and mildew accumulations;
- your failure to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions"); and
- excessive heat or solar radiation in extreme climates with prolonged elevated daily ambient temperatures and solar exposure;
- warping or distortion due to exposure to excessive heat sources or exposure to unusual or excessive reflective heat sources (e.g. glass reflection, pools, decks, blacktop, or concrete materials);
- products that have been altered, modified or subjected to unauthorized repair;
- painted surfaces or coatings applied to the Products;
- any other cause not involving manufacturing defects; or
- any other cause or damage beyond the control of Ply Gem.

PLY GEM ROOFING LIMITED WARRANTY REGISTRATION FORM

This form must be completed, signed by the Original Owner and Installing Contractor, and mailed within 30 days from the date of installation. This is to certify the installation of Ply Gem Engineered Roofing Products.

(Number) _____ (Street) _____ (City) _____ (State) _____

Was completed to our satisfaction on _____ Date

(Name of Installing Contractor - Please Print)

(Name of Original Owner - Please Print)

(Signature of Installing Contractor)

(Signature of Original Owner)

(Address of Contractor)