



50-YEAR LIMITED WARRANTY



We at Ply Gem are confident that you will enjoy your experience with Ply Gem Stone and Canyon Stone manufactured stone products (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 Stone and Canyon Stone (collectively, “Ply Gem”, and with respect to the applicable manufacturer, the “Manufacturer”) warrants to you, the owner of the property at the time the Products were installed (the “Owner”), that upon notice from you as required herein, the Manufacturer will repair or provide replacement product or refund (as provided below) to correct any of the following conditions if such condition is directly caused by a manufacturing defect in the Product as determined by the Manufacturer and has resulted in significant impairment in usage, provided the Products are installed and used under normal conditions and according to our specifications.

50-Year Limited Warranty. Flaking, peeling or blistering if it is directly caused by a manufacturing defect in the Product as determined by the Manufacturer.

Color. Running or streaking of surface colors if it is directly caused by a manufacturing defect in the Product as determined by the Manufacturer. 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 has no control.

Hail Damage. Product damage directly resulting from hailstones only if it is directly caused by a manufacturing defect in the Product as determined by the Manufacturer. The Owner must provide proof, via reliable third-party verification to the Manufacturer’s satisfaction, of the alleged hail damage to the Product. All claims related to hail damage must be supported by a permitted claim document. If a claim for hail damage is allowed, the Manufacturer will refund the amount originally paid for the Products. No installation costs or other costs will be reimbursed related to hail damage.

This limited 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?

This 50-Year Limited Warranty extends only to the original Owner of the Products and will last for fifty (50) years from the date of original purchase

from an authorized dealer as-long-as the original Owner maintains ownership of the property on which the Products were originally installed (the “Property”).

What will we do?

You must notify us in accordance with the notice requirements outlined below, and we shall be afforded the opportunity to inspect or take other action necessary to evaluate and validate the claim. If an inspection reveals no warranted defect in the Product, you agree to pay a fee for the costs of the inspection. Upon the notification and our validation of the claim, we will, at our sole option, 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.

Our obligations under this limited warranty will in no event exceed the original purchase price paid by the original Property Owner for the Products determined to be defective. Any additional costs and expenses beyond these amounts are your sole responsibility. In no event, shall Ply Gem or the Manufacturer refund or pay any costs in connection with labor, accessory materials or repairs not performed by or at the direction of the Manufacturer.

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

What this limited warranty does not cover?

In addition to the other limitations set forth herein, the following general limitations also apply to any coverage under this limited warranty.

The performance of the Product can vary depending on significant variations in environmental stresses and building design, and selecting the correct product for a particular application is the sole responsibility of the warranty holder.

Any obligation of Ply Gem or the Manufacturer hereunder is contingent upon proper installation and integration of the Products per manufacturer’s instructions and in accordance with applicable building codes, 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;
- changes in surface color or the damaging effects of sunlight, the elements, weather and atmospheric conditions, including chalking, fading, discoloring, soiling or staining (exposure to sunlight, the elements, weather and atmospheric conditions, 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);
- normal wear, weathering, aging or deterioration or conditions caused by:
 - o accidental damage;
 - o settlement;

- o structural shrinkage or distortion of the property structure;
 - o fire;
 - o lightning, flood, hurricane, tornado, windstorm, earthquake, or other acts of God;
 - o corrosive or abrasive products or harmful chemicals (including harmful cleaning compounds and pesticides);
 - o fumes or vapors;
 - o neglect;
 - o mishandling or improper storage;
 - o improper care;
 - o improper or harmful cleaning;
 - o misuse, abuse or negligence;
 - o vandalism;
 - o impact of foreign objects;
 - o airborne stains, mold and mildew accumulations;
 - o algae, moss, insects or animals; and
 - o your failure to provide reasonable and necessary maintenance of the Products; and
- 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 or the Manufacturer.

Other Limitations

1. This limited warranty covers only genuine Ply Gem Stone and Canyon Stone Products. **It is your responsibility to verify that the products installed are our Products.** It is a good idea to retain your proof of purchase in case it is needed if you submit a warranty claim. This limited warranty only covers the Products and does not apply to any products, goods, components, accessories or other items not produced by Ply Gem.
2. Replacement products may differ from Products originally installed on the Property, and Ply Gem and the Manufacturer 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 Stone or the Manufacturer shall constitute a waiver.
5. THIS IS THE SOLE AND EXCLUSIVE WARRANTY FOR PLY GEM STONE AND CANYON STONE PRODUCTS IN LIEU OF ALL OTHER WARRANTIES, IRRESPECTIVE OF SOURCE, AND ALL OTHER WARRANTIES, ORAL, WRITTEN, EXPRESS OR IMPLIED, INCLUDING OF MERCHANTABILITY OR FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. WE EXCLUDE AND IN NO EVENT SHALL WE BE RESPONSIBLE OR LIABLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNATIVE OR INCIDENTAL DAMAGES OR LOSSES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR

AN AMOUNT EXCEEDING THE ORIGINAL PURCHASE PRICE OF THE PRODUCT FOUND TO BE DEFECTIVE. COURSE OF DEALINGS, CUSTOM AND USAGE, STATEMENTS, LABELS, ADVERTISING AND PRODUCT REPRESENTATIONS OF ANY KIND OR FROM ANY SOURCE 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. All product components and manufacturing processes involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance. Ply Gem makes no warranty that the Product will continue to perform under conditions beyond the Product's design limitations. If Product testing is performed by you or others, Ply Gem shall not be responsible for any damage to the Product caused by any testing that is not performed under the appropriate test protocols and standards for the Product.

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 for Ply Gem Stone, you should contact our warranty services number at (1.844.679.3745) to receive a warranty claims packet.

To initiate a claim for Canyon Stone, you should contact your applicable regional location from the list below:

Midwest Canyon Stone – 913-254-9300

East Canyon Stone – 919-562-5005

Southeast Canyon Stone – 407-412-7420

Des Moines Canyon Stone – 515-278-0678

To submit a claim, you must 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. Claims should be sent to Ply Gem Stone-Canyon Stone Warranty Claims Department at the address in the warranty claims packet and/or directed by a Canyon Stone associate. All documentation must be in a form that provides proof of a claim to Ply Gem's satisfaction.

Ply Gem will provide notification of any additional information and physical evidence that may be required to process your claim. Pictures must be furnished if requested by Ply Gem. 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 and the Manufacturer shall have no obligation whatsoever without proper notice and an opportunity to respond. Upon proper notice, Ply Gem and the Manufacturer 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.

This limited warranty shall be valid for and cover only installations in the United States, except Alaska and Hawaii. Effective July 1, 2017.