



LIMITED LIFETIME WARRANTY



THIS IS TO CERTIFY THAT PLY GEM SHUTTERS AND ACCENTS PRODUCTS HAVE BEEN INSTALLED AT THE RESIDENCE OF:

Name _____ Date of Installation _____

Address _____ Homeowner _____

_____ Contractor _____

WHAT YOUR WARRANTY COVERS

Congratulations on choosing Ply Gem products. They have been manufactured to exacting standards to ensure their beauty will last for years. That's why we back them with our exclusive Limited Lifetime Warranty, which states:

- If the products are defective, we will repair or provide replacement material.
• The products are covered for as long as you live and continue to own the home.
• If you sell your house, the new owner is covered for 50 years from the date of original installation.

See warranty for complete details. If you have additional questions about your warranty, just give us a call. And once again, thank you for choosing Ply Gem.

WE'RE HERE FOR YOU

We hope this is just the beginning of our relationship. We're eager to provide you with technical support, design assistance and straight answers to any questions or comments you may have about our products or your installation. You know how to contact your local dealer, and now, you know how to reach us. We're here for you, 24 hours a day.

PLY GEM SHUTTERS, DESIGNER ACCENTS, MOUNTING BLOCKS & VENTS WARRANTY

Ply Gem manufactures Louvered, Raised Panel and Board & Batten Shutters, Vents, Mounts, Mantels and Door Surrounds (the “Products”) in accordance with high standards and tight quality controls, and the Products will not rust or corrode because they are made of special resins. The Products will be free from manufacturing defects which result in cracking or splitting. 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 WARRANTY COVER?

Ply Gem warrants to you, the owner of the property at the time the Products were originally installed, that, upon notice from you as required herein, Ply Gem will 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 Ply Gem and has resulted in a significant impairment in usage, provided the Products are installed according to the specifications of Ply Gem.

Limited Lifetime Manufacturing Defects Warranty. Blistering, checking, crazing, flaking, peeling, rot or corrosion if it is directly caused by a manufacturing defect in the Product as determined by Ply Gem.

Limited Fade Warranty. “Excessive Fading” is more than ‘normal fading’ which is in excess of a Delta E of 7 Hunter units for a period of 7 years following the installation date, as determined by Ply Gem.

These Warranties are limited to the terms and conditions, exclusions and limitations, requirements and legal rights set forth in this Warranty.

HOW LONG DOES THE WARRANTY LAST AND WHEN CAN IT BE TRANSFERRED?

If you are an individual, the Limited Lifetime Manufacturing Defects Warranty will last for as long as you own and reside in the property on which the Products were originally installed (“Property”).

If you are not an individual (e.g., a corporation, condominium, cooperative housing arrangement, unincorporated association, school, church, government or public entity, etc.) or the Products are installed in a multi-family, nonowner occupied or commercial application (such as condominiums, rental properties, apartments, office buildings, schools, churches, government buildings, etc.), the warranty period will be fifty (50) years from the date of the original installation of the Products on the Property, prorated as outlined in the “Warranty Coverage Schedule” below.

The Limited Lifetime Manufacturing Defects Warranty may be transferred with the Property; however, upon the transfer, the warranty period will be no more than 50 years from the date of the original installation of the Products on the Property, prorated in accordance with the Warranty Coverage Schedule below.

The Limited Fade Warranty is limited to seven (7) years from the original date of installation in all cases.

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 or refund to you the value of any of the Products we determine to be defective (or prorated in accordance with the Warranty Coverage Schedule below, if applicable) under the terms of this Warranty.

Our obligations under this Warranty will in no event exceed the purchase price of the originally installed Products found to be defective. Any additional costs and expenses beyond these amounts are your responsibility.

In the event of repair, replacement or refinishing under this Warranty, the Warranty applicable to the replacement material or to the repaired or refinished Products will extend only for the time remaining under the original Warranty.

WARRANTY COVER SCHEDULE

Subsequent owners and others covered by a 50-year prorated warranty:

| | |
|-------------------------------------|------|
| 0-5 | 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% |

*Total claim cost of refund not to exceed original purchase price

WHAT DOESN'T THIS WARRANTY 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, including annual cleaning. This 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.

- weathering or changes in surface color resulting from chalking, fading, discoloring, soiling or staining. Exposure to sunlight, the elements, weather and atmospheric conditions may cause these changes over time, and 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 or conditions caused by:
 - accidental damage;
 - settlement;
 - structural shrinkage or distortion of the property structure; fire;
 - lightning, 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;
 - air pollution;
 - neglect;
 - mishandling;
 - improper care;
 - improper or harmful cleaning;
 - misuse or abuse;
 - vandalism;
 - airborne stains, mold and mildew accumulation;
 - your failure (or the failure of subsequent property owners) to provide reasonable and necessary maintenance of the Products (see "Care and Maintenance Instructions");
 - impact of foreign objects; and
 - heat or solar radiation at altitudes above 5,000 feet ASL or in extreme desert climates with prolonged elevated daily ambient temperatures and solar exposure.
 - warping or distortion due to exposure to heat sources (e.g., fire, barbecue grills, etc.) or exposure to unusual or reflective heat sources (e.g., glass reflection, roofing materials, pools, decks, blacktop, or concrete materials).
 - Products that have been altered, modified or subjected to unauthorized repair.
 - Products that have been painted or whose surface has been altered in any way without written authorization from Ply Gem.
 - uneven fading, color change or "striping" due to installation over dissimilar, inconsistent or inadequate sheathing or backer board.
 - any other causes beyond our reasonable control.
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 Warranty, and no dealer, contractor, applicator, distributor or other is authorized to change or add to this 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 WARRANTY FOR THE PRODUCTS, AND ALL OTHER WARRANTIES, INCLUDING OF MERCHANTABILITY AND FITNESS FOR PURPOSE, ARE DISCLAIMED AND EXCLUDED. THIS IS YOUR EXCLUSIVE WARRANTY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, REMEDIES OR CLAIMS, IRRESPECTIVE OF SOURCE AND PLY GEM'S NEGLIGENCE. WE EXCLUDE AND IN NO EVENT SHALL WE BE RESPONSIBLE FOR ANY LOSS OF USE, LOST PROFIT, DIMINUTION IN VALUE, CONSEQUENTIAL, SPECIAL, INDIRECT, EXEMPLARY, PUNITIVE OR INCIDENTAL DAMAGES OF ANY KIND. UNDER NO CIRCUMSTANCE SHALL WE BE LIABLE FOR AN AMOUNT EXCEEDING THE PURCHASE PRICE OF THE AFFECTED PRODUCT. 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 Warranty gives you specific legal rights. 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, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.
 7. Ply Gem Products are often designed and tested in accordance with required standard procedures established by industry associations. These measure performance of sample products in a laboratory-type setting. To pursue consistency, Ply Gem manufactures its products for sale utilizing the same methods and materials as in fabrication of a product for testing. All product components and manufacturing processes, however, involve an inherent range of tolerance. These and other factors can result in some variance among individual product performance.

OTHER LIMITATIONS

1. This Warranty covers only genuine Ply Gem Louvered, Raised Panel and Board & Batten Shutters, Vents, Mounts, Mantels and Door Surrounds. 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.

THESE DEFINITIONS APPLY TO THE TERMS USED:

Excessive Fade means a change in the color of the Products in excess of a Delta E of seven (7) Hunter units, as determined by us, following the initial installation of the Product, provided that any uneven or abnormal fade distribution is not due to a buildup or accumulation of stains, dirt, mold, mildew, or any other deficiency caused by the lack of at least annual preventative maintenance by the homeowner as such annual preventative maintenance is described in the Ply Gem Installation Manual. Limited Fade Warranty for Excessive Fade is limited to 7 years from the original date of installation in all cases.

Purchase Price means the total original cost of the product that is defective or otherwise being replaced. If we cannot determine this amount from original documents, we will compute the purchase price using our suggested retail price in effect at the time of the installation to determine the Purchase Price.

HOW DO YOU REGISTER YOUR WARRANTY?

For all Ply Gem products used on this project, one Application for Warranty Registration must be completed and mailed within thirty (30) days after the original installation has been completed. Please mail it to Ply Gem, Ply Gem Warranty Registration Department, P.O. Box 110100, Pittsburgh, PA 15232. Failure to register the Warranty will not void the Warranty, but registration of this Warranty confirms the date of purchase of the Ply Gem products and assists Ply Gem in processing any Warranty claim you might have. This confirmation is of benefit to you, especially if your original proof of purchase is lost.

HOW DO YOU TRANSFER YOUR WARRANTY?

You and subsequent property owners may transfer this Warranty by providing written notice to us within 30 days after the date of transfer of ownership. The notice should include the Warranty registration number (if available), the address of the Property, the name and mailing address (if different) of the new owners and the date of transfer. The notice should be sent to Ply Gem, Ply Gem Warranty Transfer Department, P.O. Box 110100, Pittsburgh, PA 15232. Failure to notify Ply Gem will not void the Warranty, but the notice will assist Ply Gem in processing any warranty claim. Warranty coverage upon transfer is as described in detail above. Upon any transfer of the property, your obligations become the obligations of the new Property owners.

HOW DO YOU SUBMIT A WARRANTY CLAIM?

You must submit your claim in writing to us within the warranty period and within a reasonable period of time after the defect is discovered. To initiate a claim, you should contact our warranty services number at (800) 962-3563 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 defect and the date the defect was discovered; the Warranty registration number (if available); the date of original installation; and your name, address and phone number. Written

claims should be sent to Ply Gem, Ply Gem Warranty Claims Department, 303 West Major St, Kearney, MO 64060 or fax your information to (816) 426-8210. 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 to formulate a response.

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

FACTS ABOUT THE INSTALLATION OF PLY GEM LOUVERED, RAISED PANEL AND BOARD & BATTEN SHUTTERS, MOUNTING BLOCKS AND VENTS, DESIGNER ACCENTS

We designed and manufactured Ply Gem Louvered, Raised Panel and Board & Batten Shutters, Vents, Mounts, Mantels and Door Surrounds to perform best when installed by qualified applicators. While Ply Gem does not assume responsibility for installation of its products, it does keep installers informed on new techniques and provides detailed installation instructions on all of its products. We frequently update our installation manuals with new and improved methods of application. You should discuss any product adjustments with the dealer or applicator who did the work. These adjustments can best be made by the original dealer or applicator, since he or she is most familiar with your particular installation.

PROJECT INFORMATION

Completion Date: _____

Contractor (Builder) Name: _____

Company Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone: _____

Email Address: _____

Homeowner Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone: _____

Email Address: _____

Project Address (if different from above): _____

City: _____ State: _____ ZIP: _____

Please indicate type of application:

- Remodeling
 New Construction
 Addition

Approximately, how old is the home? _____ years.

Approximately, what is the value of the home?

- Under \$100,000 \$300,000 to \$399,999
 \$100,000 to \$199,999 \$400,000 or more
 \$200,000 to \$299,999

What siding material was on the home prior to installation?

- None (New Construction) Plywood
 Stucco/Concrete Brick/Stone
 Hardboard Vinyl Siding
 Oriented Strand Board (OSB) Wood
 Fiber Cement Siding Other: _____
 Aluminum/Steel Siding

What was the total cost of the siding job?

- Less than \$3,000 \$7,000 to \$8,999
 \$3,000 to \$4,999 \$9,000 to \$10,999
 \$5,000 to \$6,999 \$11,000 or more

How was the job financed?

- Cash/Check New Home
 Loan Other: _____
 Siding Dealer Financed

BUILDER/CONTRACTOR: COMPLETE THIS SECTION, PLEASE

In the past 12 months have you used Ply Gem vinyl siding? Yes No

How many homes does your company re-side per year? _____

About what percentage of all the siding your company installed in the past 12 months involved vinyl siding? _____ %

Thinking just about vinyl siding, on average, about how many squares of vinyl siding does your company use on a job? _____

About what percentage of all the vinyl siding your company installed in the past 12 months involved the following brands?

_____ % Ply Gem brand vinyl siding

_____ % Other brand vinyl siding. Primary other brand name: _____

PLY GEM SHUTTERS AND ACCENTS PRODUCTS COVERED UNDER THIS WARRANTY

| PROFILE | COLOR | QTY. (PIECES) |
|--------------------------|-------|---------------|
| CUSTOM SHUTTERS (PAIR) | | |
| STANDARD SHUTTERS (PAIR) | | |
| WINDOW MANTELS (PIECES) | | |
| DOOR SURROUNDS (PIECES) | | |
| MOUNTS (PIECES) | | |
| VENTS (PIECES) | | |

Please visit plygemaccents.com and register your warranty.

Mail to: Ply Gem Shutters and Accents
 Warranty Registration
 PO Box 110100
 Pittsburgh, PA 15232-0600

This Application for Warranty Registration form is to be completed and mailed within 30 days after original installation has been completed for all Ply Gem materials used on this installation project.