



# SoftLite Windows & Doors

## GLASS BREAKAGE LIMITED WARRANTY RIDER



All Elements, Imperial Elite, and Pro windows come standard with the Glass Breakage Limited Warranty Rider. This Limited Warranty Rider can be purchased separately for other product lines. Products must be registered at [www.soft-lite.com/product-registration](http://www.soft-lite.com/product-registration) within sixty (60) days of installation to activate this Glass Breakage Warranty.

### What this Glass Breakage Limited Warranty Covers

For the period stated below, SoftLite's windows and patio doors will be free from defects in manufacturing or materials, and the hermetic seals of the insulated glass units (IGU) will have no defects in manufacturing or materials that cause a material obstruction of vision because of film formation caused by dust or condensation on the surfaces inside the sealed IGUs. This Warranty provides no-charge replacement of glass on its windows and patios doors (**labor not included**), including accidental breakage. Read SoftLite's Glass Quality Standards at <http://www.soft-lite.com/glass-standards/>.

### What this Glass Breakage Limited Warranty Does Not Cover

This Warranty does not cover leaded glass, miniblinds, or components and materials used in the installation of Product(s) such as caulking and screws. Cases in which the insulated glass unit is altered are not covered. *SoftLite makes no representation or Warranty about condensation on the outer surfaces of the insulated glass unit. Condensation on the outer surfaces of the glass does not indicate a defect and may temporarily occur as a natural result of humidity, excessive moisture, changes in temperature, or improper ventilation.*

### Who has the Rights Under this Warranty / How to Transfer this Warranty

This Lifetime Limited Warranty covers the original purchaser of the Product(s) who owns and resides in the residential dwelling in which the Product(s) is initially installed ("you"). This Warranty can only be transferred one time to a person who buys that residential dwelling from you. A Warranty Transfer Form must be completed at [www.soft-lite.com/warranty-transfer](http://www.soft-lite.com/warranty-transfer) and a \$250 transfer fee (clerical and recordkeeping costs of processing the transfer) must be paid within six (6) months after the residential dwelling is sold. Once transferred, this Warranty converts to SoftLite's standard Lifetime Limited Warranty for the second resident. **You can find a copy of SoftLite's full Lifetime Limited Warranty at [www.soft-lite.com/lifetime-warranty](http://www.soft-lite.com/lifetime-warranty).**

### How Long This Lifetime Limited Warranty Lasts

This Glass Breakage Limited Warranty begins on the date that the windows and/or patio doors are installed and lasts for as long as the Product(s) remain where, and as, originally installed in a residential dwelling, and the original purchaser of the Product(s) owns and resides in such residential dwelling. This Warranty converts to a SoftLite's standard Lifetime Limited Warranty once transferred. Some states do not allow limitations on implied Warranty timeframes, so these duration limitations of the Warranty may not apply.

### What SoftLite Will Do

SoftLite will provide a replacement insulated glass unit. If the exact original Product or part is no longer available, the company reserves the right to substitute a similar part or Product of equal or greater quality. All replacement Products will be shipped either to the original selling dealer or directly to the purchaser. You must pay for all shipping costs of replacement Product(s). Labor, de-installation costs, and re-installation costs are not covered by this Warranty. If a homeowner believes a Product(s) fails to meet the requirements of this warranty, SoftLite reserves the right to inspect the Product(s). must allow SoftLite or its representatives all access reasonably necessary to perform such inspections. If SoftLite performs an inspection of the Products in connection with a Warranty claim, SoftLite may charge a reasonable inspection fee. If the Product(s) has (have) failed to conform to the Warranty, SoftLite may apply the inspection fee to such installation and/or other services as SoftLite performs.

### For Warranty Claims

Products must be registered within sixty (60) days of installation in order to make a warranty claim. All warranty claims should be first reported to the contractor or company that installed your Product(s). If your dealer is no longer in business, you can file a claim at [www.soft-lite.com/warranty-claim](http://www.soft-lite.com/warranty-claim). To transfer this Warranty, you must complete the online form at [www.soft-lite.com/warranty-transfer](http://www.soft-lite.com/warranty-transfer) within six (6) months of the deed transfer. There is a \$250 fee, and the warranty converts to our Lifetime Limited Warranty.

The dealer who sold the windows and/or patio doors covered by this Warranty should fill in the information below, including the order/warranty number. These numbers can also be found on labels in the window frame pockets ([www.soft-lite.com/warranty-number](http://www.soft-lite.com/warranty-number)). You will need this number to register your Product(s). **CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE NOT RECOVERABLE UNDER THIS WARRANTY.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so limitation or exclusion may not apply. You must register your Product(s) online within sixty (60) days of installation at [www.soft-lite.com/product-registration](http://www.soft-lite.com/product-registration). For complete Warranty information, visit [www.soft-lite.com/lifetime-warranty](http://www.soft-lite.com/lifetime-warranty).

WARRANTY NUMBER: \_\_\_\_\_ DATE: \_\_\_\_\_  
DEALER: \_\_\_\_\_ CITY/LOCATION: \_\_\_\_\_  
PRODUCT/SERIES: \_\_\_\_\_