

Hancock Classics Vinyl Windows

Limited Lifetime Manufacturer's Warranty



Thank you for your recent purchase of Hancock Lumber products. You have made a wise investment in your home. We are confident you will enjoy many years of trouble free performance from these products, and you can rest assured your purchase will enhance your home's value.

The Hancock Lumber Company Promise

Hancock Lumber Company (herein referred to as HLC), and Mathews Brothers Company, the manufacturer, warrant that every Hancock Classics window we make, including Sealed Insulating Glass Units, will be free from covered manufacturing defects during the lifetime of the original consumer purchaser so long as the purchaser retains ownership of the residence in which the windows were installed. Period.

This Limited Lifetime HLC Manufacturer's Warranty is applicable to Hancock Classics Vinyl Window products sold by Hancock Lumber after January 1, 2012. The HLC Manufacturer's Warranty is further explained by and subject to each of the terms and limitations set forth below:

Scope of Warranty

A) HLC warrants that the entire window and all its parts including Sealed Insulating Glass Units will be free from manufacturing defects which are the cause of a significant impairment of operation or performance ("covered manufacturing defect") so long as the original purchaser retains ownership of the residence in which the windows were originally installed.

B) Upon proper notice, HLC, at its election and free of charge to the original purchaser, will either repair or provide a replacement for any component or product proven to be suffering from a covered manufacturing defect during the applicable warranty period. The maximum liability shall be equal to the manufacturer's selling price of the affected product. HLC shall in no event be liable for labor charges or other expenses whatsoever in connection with removal or installation of either the original or replacement product, except as outlined under the "Rest Assured Labor" warranty below. In lieu of any replacement or repair, HLC reserves the right, at its sole discretion, to refund the amount of the selling price for the affected component or product, not including installation cost, in full satisfaction of any claim.

C) In the event the original purchaser sells the property in which the windows are installed, the coverage provided by this warranty will be transferred to the first subsequent owner and will be limited in duration to twenty (20) years for the window and its non-glass components and twenty (20) years for insulating glass units from date of original product sale. Assignments or transfers, other than as provided for in this warranty, are prohibited without the express written consent of HLC.

D) The lifetime duration offered by this warranty covers only residential homes, townhomes and condominium units, and does not apply to products installed in any other structure including without limitation commercial construction, apartments or dormitories. For such other purchasers, entities or buildings to which the lifetime coverage does not apply, the warranty period will be limited in duration to twenty (20) years for windows and twenty (20) years for insulating glass units following the date of original product sale.

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E) Additionally, the repair or replacement of any product under this warranty shall not extend the balance of the warranty period in effect at the time proper notice of claim is given or create a new warranty.

F) If the product utilizes a wooden seatboard or sideboard, the warranty for that window will be for a maximum of ten (10) years from the date of original product sale.

Rest Assured Labor Protection

Experience shows that the vast majority of window warranty claims are made within the first three (3) years of installation. The windows produced by HLC are covered by an exclusive "Rest Assured Labor" warranty feature assuring you the maximum protection for a period of five (5) years following the date of original product sale.

Upon proper notice of a covered manufacturing defect within five (5) years from the date of original product sale, HLC will provide, at its sole discretion, either a repair or replacement, including required accompanying labor, for any window component proven to be defective. Any labor charge to be incurred must be pre-approved by HLC.

Simply put, if proper notice of a covered manufacturing defect is given during the five (5) year Rest Assured period, HLC will cover up to 100% of the direct cost of the components and labor required to repair or replace the defective component or product. The maximum liability with Rest Assured Labor Protection will be equal to the reasonable cost to repair or replace the defective product at current value, including labor directly required for the repair or removal of the original product and installation of any replacement product.

Limitations

Hancock Lumber Company (HLC) shall have no responsibility or liability for:

- Defects or failure caused in whole or part by improper handling or storage, or by installation not in accordance with good building practice or HLC's written instructions.
- Defects, damage, distortion or misalignment of frames or sash caused in whole or part by installation methods, surrounding construction or use of expandable insulating or installation foam.
- Condensation on any window surface.
- Damage to the product caused by impact of foreign objects, acts of God, fire, explosion or other casualties.
- Windows that have been painted, varnished, or otherwise coated over the original solid Vinyl surface, except when such paint, varnish, or other coating is performed by HLC.
- The effects of aging or weathering including exposure to the elements; defects or damage caused by the effects of air pollution or exposure to chemicals.
- Damage to seatboards or sideboards caused by failure to protect wood surface against moisture.
- The result of finishing (painting, staining, varnishing or coating) the interior surface of the Hancock Classics Vinyl windows, except when such applications is part of the original HLC manufacturing process.
- Incidental or consequential damage caused by defect or failure of any warranted product, including labor to affect

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- repair of such damage or defect.
- Windows that were modified after leaving the control of HLC.
 - Glass breakage of any kind. *However, Hancock Classics window products are warranted to be free from stress cracks for five (5) years from the date of manufacture.*
 - The level of initial fill or retention of gas within insulating glass units.
 - Painted or other factory coated products: the coated surfaces shall be covered for a period of ten (10) years from date of original product sale by HLC.
 - Compliance with building codes; permit, site or building specific requirements.
 - Misuse, abuse, or failure to maintain HLC products

HLC reserves the right to discontinue or modify any of its products, including the color thereof, without giving proper notice. If HLC replaces any products under this warranty, it may substitute products which are designated by HLC to be of comparable quality or price range in the event the products initially installed have been discontinued or modified.

Other Conditions / Limitation of Remedy

THE HLC WARRANTY AS STATED ABOVE IS THE SOLE WARRANTY APPLICABLE TO HANCOCK Classics WINDOWS AND, REGARDLESS OF LEGAL THEORY, INCLUDING NEGLIGENCE OF HLC, CONSTITUTES THE EXCLUSIVE REMEDY FOR ANY CLAIM RELATING TO PRODUCT CONDITION OR PERFORMANCE. HLC MAKES NO OTHER WARRANTY, EXCEPT AS EXPRESSLY SET FORTH HEREIN. HLC SHALL NOT BE LIABLE FOR A BREACH OF ANY OTHER WARRANTY INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE WHICH ARE EXPRESSLY DISCLAIMED. REGARDLESS OF LEGAL THEORY PURCHASER AGREES THAT ANY OBLIGATION OR LIABILITY OF HLC IS CONTINGENT UPON RECEIVING BOTH PROPER NOTICE OF A CLAIM DIRECTLY FROM PURCHASER AND AN OPPORTUNITY TO RESPOND PER THE TERMS OF THIS WARRANTY. IN NO EVENT SHALL HLC BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR INCIDENTAL DAMAGES REGARDLESS OF LEGAL THEORY. PURCHASER ACKNOWLEDGES THAT THE EXCLUSIVE REMEDY SHALL BE REPAIR, REPLACEMENT, OR REFUND ONLY ON THE TERMS STATED IN THIS WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR DISCLAIMER OF IMPLIED WARRANTIES. SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Important Note:

HLC products are often designed and tested in accordance with requirements established by the American Architectural Manufacturer's Association ("AAMA") and National Fenestration Rating Council ("NFRC") which measure performance criteria in a laboratory setting or by simulation. HLC and Mathews Brothers Company manufacture their products for original product sale using the same methods and materials as in the tested sample product. Given

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the tolerances inherent in materials and manufacturing, as well as the potential effect of handling and usage, a variance in individual performance values from those obtained in AAMA and NFRC testing may exist. Such variations do not constitute an impairment of operation or usage and do not constitute a covered defect. Non-standard sizes and mulled product may not be rated or supported by AAMA certification testing. This limited warranty gives you specific legal rights and you may also have other rights that vary from state to state.

How to Provide Proper Notice of a Claim

Hancock Classics Vinyl windows by Hancock Lumber are covered by one of the most comprehensive warranties available today. Products are warranted by the original manufacturer. Should any Hancock Classics Vinyl window product require service, we require that you follow this procedure:

1. Within sixty (60) days of manifestation, notify the contractor or installer who installed the window in order to provide an opportunity to investigate the claim and examine the product claimed to be defective. Proof of date of purchase and installation must accompany the claim.
2. Hancock Lumber must be notified of the claim in writing. HLC will then investigate the claim and if a defect covered by this warranty is confirmed, HLC, within a reasonable amount of time after inspection, will either repair or replace the defective window or, at its discretion refund the amount paid by the original purchaser for the affected component or product per terms of this warranty.

Important Information Regarding Window Safety

Every family member should know how to operate the windows used for fire emergencies. Delays in escaping from a fire costs lives and increase injuries. Make sure your windows open easily from the inside and are not blocked by furniture or other objects. Remember that security bars, grills, and grates not only keep intruders out, they can also lock you in. The same holds true for window guards. In an emergency everyone should always be able to get out through an operable window without using tools, keys, special knowledge or effort.

WARNING! NEVER DEPEND ON INSECT SCREENS TO PREVENT FALLS. INSECT SCREENS ARE DESIGNED TO PROVIDE VENTILATION AND KEEP INSECTS OUT. INSECT SCREENS WILL NOT HOLD EVEN A PORTION OF A CHILD'S WEIGHT AGAINST THEM.