



Twenty Year Glass Breakage Limited Warranty
For Vinyl Products
Crystal Window & Door Systems, Ltd.

This Glass Breakage limited warranty covers the vinyl window and door products ("Products") of Crystal Window & Door Systems, Ltd. ("Crystal") that are sold or manufactured on or after the effective date noted herein, subject to the terms and conditions contained below. This warranty only applies to Crystal Products that are installed in a single family detached dwelling unit ("house"). Provided that you have purchased this Glass Breakage limited warranty, Crystal warrants that should the glass break or crack in your Crystal Products for twenty (20) years after the date listed on your proof of purchase, Crystal shall provide, at its sole and exclusive discretion, a replacement sealed glass unit or replacement sash (collectively, "Replacement Glass") at no charge except for shipping and handling charges. A sealed glass unit as defined herein shall mean a combination of two or more panes of glass with a hermetically sealed air space between the panes. Installation is not covered and is your responsibility.

A written claim under your warranty must be sent within the applicable warranty period. To initiate a claim under this warranty, you should first contact the contractor who installed the product or the distributor who sold the product to you. That information should appear on your proof of purchase. If the name of the contractor or distributor is unknown to you, please contact:

Crystal Window & Door Systems, Ltd.
31-10 Whitestone Expressway
Flushing, New York 11354

Warranty Claim Dept.:
800-472-9988 ext. 3201
service@crystalwindows.com

Please include the following information with your claim:

a) Your name, address & telephone number; b) a description of your claim; c) proof of purchase and a copy of this warranty; d) the name of the Crystal salesperson, dealer or distributor (if known) or contractor who installed or from whom you purchased the product; and e) the nature of product failure. A product label is located inside the window frame for your reference purposes; Please contact Crystal's Warranty Claim Department for the exact location. If you are unable to provide the required information, a nominal fee for an administrative file search and/or a field visit will be assessed by Crystal. ***Crystal reserves the right to have any of its products alleged to be defective field inspected by a Crystal representative.***

Replacement Glass will be shipped to the nearest designated distributor. The homeowner shall pay shipping and handling charges and arrange pick up of the Replacement Glass at the location.

Coverage hereunder is limited to the Original Purchaser/Property Owner only and is not transferable to others. Removal of the Products covered by the warranty from the house voids this warranty. Crystal's glass breakage limited warranty does not cover breakage caused by earthquakes, tornadoes, acts of god, acts of war, rioting, improper installation, modification to the products, operation outside the usage parameters, or the use of parts not manufactured, supplied or sold by Crystal. Crystal's glass breakage limited warranty does not cover products that incorporate non-standard materials, parts, or components installed pursuant to the original purchaser's request. In addition, any device, accessory, or mechanical part not installed at our factory or added to a Crystal product after it leaves our factory may void Crystal's glass breakage limited warranty. This glass breakage warranty shall be without force or effect should this warranty not be purchased for every Crystal Product contained within a specific order. Crystal will validate all warranty claims and the price of this warranty is subject to change from time to time without notice.

Insofar as a provision of this warranty modifies or conflicts with Crystal's Residential Transferable Lifetime Limited Warranty for Vinyl Products, the terms and conditions of this warranty shall govern such modified or conflicting provisions but all non-conflicting provisions shall remain in full force and effect.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CRYSTAL MAKES NO OTHER WARRANTY, EITHER EXPRESS OR IMPLIED, EXCEPT AS STATED IN THIS LIMITED WARRANTY. CRYSTAL SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO YOU OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS, OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT(S) OR ARISING OUT OF ANY BREACH OF THIS LIMITED EXPRESS WARRANTY, INCLUDING BUT NOT LIMITED TO, ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR OTHER DAMAGES NOR SHALL CRYSTAL HAVE ANY LIABILITY OR RESPONSIBILITY FOR ANY SUCH DAMAGES IN THE EVENT THAT THIS WARRANTY IS NOT APPLICABLE OR APPLIED. IN ANY EVENT CRYSTAL'S LIABILITY OR RESPONSIBILITY SHALL BE LIMITED, AT CRYSTAL'S DISCRETION, TO PROVIDING REPLACEMENT PART(S), OR THE REFUND OF THE ORIGINAL SALES PRICE RECEIVED BY CRYSTAL FOR THE PRODUCT. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF CRYSTAL OR A REPRESENTATIVE OF CRYSTAL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES. NO CUSTOMER, DEALER, DISTRIBUTOR AND/OR REPRESENTATIVE OF CRYSTAL IS AUTHORIZED TO WAIVE, MODIFY, OR EXPAND THIS WARRANTY IN ANY WAY, EITHER ORALLY OR IN WRITING. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE LIMITATION OF INCIDENTAL AND/OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may have other rights, which vary from state to state. The foregoing warranty applies only to Products installed in the United States of America. The foregoing warranty is effective for all products manufactured and/or delivered by Crystal on or after September 1, 2009. All prior warranties shall be applicable to products manufactured and/or delivered prior to September 1, 2009 and such prior warranties shall be considered null and void as to products manufactured and/or delivered after September 1, 2009.

This warranty is effective as of September 1, 2009.
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