

## **WARRANTY TERMS AND CONDITIONS**

Condado Window Hurricane Protection guarantees, to the original owner, that all the products purchased\* are to be free from defects in material and workmanship for the limited time period of (2) years. This warranty period comes in effect when Installation is completed. This Warranty will be null in accounts with outstanding balances, the 2-year time frame will not. Condado Window reserves the right of repair and/or replace any product identified with a defect covered by this warranty. All product warranties are limited subject to the following conditions:

**\* Electrical Products will have a (1) year warranty. \***

- The product has been installed in properly by a professional installer.
- The product has been maintained in accordance with the Care and Maintenance Instructions.
- The product has not been subject to misuse, physical abuse or neglect.
- Manufacturing standards and tolerances are not deemed defects, nor are industry variations in the color of the aluminum surface finish.
- Condado Window assumes no liability for damage caused by cleaning solvents or concrete cleaning acids.
- This Warranty is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refinishing of a replacement product. No liability is accepted by Condado Window for personal injury, loss or claim or property damage, installation costs, material or other costs (whether special, consequential or otherwise) howsoever caused or arising whether direct or indirect.
- Only repairs carried out by Condado Window personnel or authorized Condado Window agents are covered by this Warranty.
- Warranty only covers materials: If additional labor is needed to replace locks and hardware, it will have an extra cost that has to be paid before service is provided. The lack of maintenance and misuse voids the warranty.
- Leaks due to water hitting directly the Door or Window and property structural problems.
- Condado Window is not liable or responsible of any damage caused by curtains, awnings or other items installed on our products.
- Warranty does not cover damages caused due to God and force majeure acts.
- Warranty Claims outside the Main Island of Puerto Rico will have a labor cost surcharge.
- Claims under this Warranty should be made within one month of the defect arising in the product, in writing using our claim form and sending pictures and all pertaining documents to [customerservice@condadowindow.com](mailto:customerservice@condadowindow.com).

Important Notice: Failure to follow the care and maintenance instructions will void the warranty of the product.

## **WARRANTY RESTRICTIONS**

**DOORS:** The customer will have Thirty (30) days from the delivery date and/or date of installation performed to notify in writing with copy of purchase order and invoice, any claim related to the following:

- Defective locks
- Dents and or depressions in door frames (1/4" or more in depth)
- Doors improperly aligned with door frame (e.g. not plumb) (\*)
- Finish defects- e.g. peeling or blistering paint
- Space between door frame and wall (\*)

**ELECTRICAL PRODUCTS:** All electrical products like motors have a limited warranty of (1) year. If damage is caused by misuse or electrical problems at the property, the warranty will be null.

**WINDOWS:** The customer will have Thirty (30) days from the delivery date and/or date of installation performed to notify in writing with copy of purchase order and invoice, any claim related to the following:

- Defective operators
- Will not close properly
- Operators improperly installed (\*)
- Problems with Operable Mechanism
- Improperly aligned and/or out of plumb (\*)

**SHUTTERS:** The customer will have Thirty (30) days from the delivery date and/or date of installation performed to notify in writing with copy of purchase order and invoice, any claim related to the following:

- Defective operation
- Will not close properly
- Improperly aligned and/or out of plumb (\*)
- Problems with Operable Mechanism like motors.

**GLASS /SCREENS:** Our policy due to the fragility of this product is not to honor any type of warranty. For this reason, we require that the product should be carefully verified before it is accepted or received as correct. Once the product has been received as correct, CONDADO WINDOW does not provide warranty for the glass or screen.

**GALVANIC CORROSION:** This type of corrosion is common due to the accumulation of electrolytes such as dust or in areas close to the sea, due to saltpeter. Once there is the union of dissimilar metals and the third element is added (dust or salt) and electrical couple is created where the strongest metal consumes the weakest. For this reason, Condado Window will honor a limited warranty of one (1) year for products that are installed close to the sea or are exposed to the sea or SALT water. If no evidence of proper care and maintenance, the Warranty will not be honored. The use of a water displacing, solvent, rust dissolver or similar products is not recommended.

**CAUSTIC CORROSION:** This is a common type of corrosion due to the contact of our products with Chemicals and Abrasives. If at the time of an inspection it is found that the problem presented is related to this type of corrosion, Condado Window will not grant the Warranty.

Should you wish to offer feedback on any of our products or services then please call 1-866-CONDADO or email [customerservice@condadowindow.com](mailto:customerservice@condadowindow.com).

Important Notice: Failure to follow the care and maintenance instructions will void the warranty of the product.