



Limited Lifetime Warranty

This warranty only covers manufacturing defects. Improper use, lack of product maintenance, use of harsh chemicals/abrasives, power washing, misuse, improper installation, reinstallation, fading, weathering, acts of God, shifting of foundation, alterations or modifications including but not limited to: application of films, non-approved coatings, installation of security systems, window coverings, or any other cause beyond control of BuenaVista Windows are not covered.

Residential - This warranty is for the original purchaser only. Warranty is transferable, but will revert to a 15 year warranty.

Commercial and multi-family - Warranty is made solely to the owner of the property 20 years from original purchase date. Warranty is non transferable.

Labor fees are covered the first year from purchase date.

Coverage

Vinyl Frame Vinyl Frame and Sashes have a lifetime warranty not to chip, crack, peel or blister. Fading is warranted to be within generally accepted industry standards.

Laminated Frame Laminated frames are warranted not to chip, crack, peel or blister for a period of 10 years. Fading is warranted to be within generally accepted industry standards.

Painted Frame *Bronze Painted frames are warranted against cracking, peeling, chalking, delaminating, blistering, and flaking for 15 years from the original purchase date. Company warrants that the approved substrates upon which Hydro-Flex PIR is applied will not distort or warp as a result of excessive heat gain when the coated surface does not exceed 140°F for the Term of this Limited Warranty.

*Black/Black Painted frames are not warranted due to possible excessive heat.

Parts and Components Parts and Components have a lifetime warranty. Moving parts should be inspected and cleaned to ensure proper operation of the product.

Insulated Glass Glass has a lifetime warranty against condensation of the inner glass surface due to seal failure. Minor imperfections such as scratches or blemishes are warranted within accepted industry standards ASTM C1036 or C1048. Stress cracks are not covered.

Decorative Glass warranted for 1 year. (Rain, Obscure, Satin, Gluchip, Flemish) against condensation of the inner glass surface due to seal failure. Minor imperfections such as scratches or blemishes are warranted for 1 year within accepted industry standards ASTM C1036 or C1048. Stress cracks are not covered.

Tempered Glass warranted for 5 years against condensation of the inner glass surface due to seal failure. Minor imperfections such as scratches or blemishes are warranted for 1 year within accepted industry standards ASTM C1036 or C1048. Stress cracks are not covered.

Broken glass is not covered under warranty & the formation of condensation anywhere other than the interior of the insulated glass units is related to humidity and not a product defect

Screens Rust or rotten screens warranted for 5 years. This does not cover torn or damaged screens.

WARNING - Screen will not stop child from falling out window. Keep away from open windows

BuenaVista Windows products are tested in accordance with processes and procedures established by NFRC and AAMA. The NFRC and AAMA tests measure the performance of a sample Product in a laboratory environment. BuenaVista Windows manufactures the Product using the materials and methods used in the fabrication of the tested Product. Product components and manufacturing processes have an inherent range of tolerances and many external factors can affect product performance, including but not limited to installation, abuse, lack of maintenance, and building movement. For this reason, BuenaVista Windows does not warrant the test results.

Where field testing of product occurs by purchaser, or agent of purchaser, together defined as “purchaser;” purchaser must provide BuenaVista Windows prior notice and allow BuenaVista Windows to participate in identifying appropriate test methods as well as observe Product testing. Without prior notice and ability to participate in developing testing methodology and observe tests of Product, BuenaVista Windows shall not be required to address testing results nor shall it be required to share the cost of testing.

BuenaVista Windows reserves the right to discontinue or modify its products. Substitute product or parts may not be a match to the original product.

BuenaVista Windows shall not be liable for consequential or incidental damages, personal injury, lost profits, loss of use, diminution in value, or punitive damages. In no event shall BuenaVista Window’s liability exceed the price of the covered product.

Contact us to make a claim:

By Email: office@buenavistawindows.net

By Phone: 469.805.8098

By Mail: 4215 McEwen Rd Farmers Branch, TX 75244

Please provide the following information when submitting a claim:

- Your Name and contact information
- Proof of purchase (Invoice number is sufficient)
- Detailed description of the issue, please include video and or pictures for a quicker resolution

Thank you for choosing BuenaVista Windows. We strive to provide the best customer service!

	Coverage	Labor Fees	Warranted
Vinyl Frame	Residential: Lifetime Transferable to 15 years Commercial/Multi-Family: 20 years Non-Transferable	Covered first year from purchase date	Manufacturing defects only. Misuse of product or improper installation are not covered
Laminated Frame	10 years		
Painted Frame	15 years *Black/Black Frames: No warranty		
Parts & Components	Lifetime		
Insulated Glass	Low-E/Clear: Lifetime Decorative: 1 year Tempered: 5 years (Minor Imperfections/scratches: 1 years) Broken: Not Covered		
Screens	5 years		