



## 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 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.

**Contact us to make a claim:**

By Email: [projects@buenavistawindows.net](mailto:projects@buenavistawindows.net)

By Phone: 469.805.8098

By Mail: 11241 Leo Ln Dallas, TX 75229

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