

Your Satisfaction Is Important To Us . . .

In the event you need Pella's help, please contact the store where your Pella® product was purchased or the contractor who installed it. If you do not know this information, call 1-800-420-9658 to locate the nearest Pella representative, or, if you wish, write us at:

**Pella Corporation
Customer Service Department
102 Main Street
Pella, Iowa 50219**

To help us provide you with the best service possible, please provide the following information when writing:

- Your name, address, phone number, and the installation address (if different)
- Description of the product, purchase price, and the date and location of purchase
- A description of the product concerns; photos are particularly helpful
- Briefly detail any attempts that have been made to address the concerns.

We will do our best to contact you within seven (7) days after your inquiry reaches us, and if necessary, arrange for a service representative visit as soon as possible.

Pella may charge a fee for on-site product inspections. However, the fee will be fully refunded if the product is found to have a defect covered by this warranty.

IMPORTANT INFORMATION

The warranties detailed in this document are the only statements of the legal responsibility of Pella Corporation and any seller of Pella® products with respect to Pella products manufactured on or after October 1, 1996, sold by an authorized Pella reseller and installed in the United States or Canada. No one is authorized to make any different or additional warranties. In no event shall the liability of Pella Corporation or any seller of Pella products arising out of a product defect exceed the price paid for the product.

NOTHING IN THIS DOCUMENT SHALL GIVE RISE TO OR EXTEND THE PERIOD OF ANY WARRANTIES IMPLIED UNDER STATE OR PROVINCIAL LAW, AND NO IMPLIED WARRANTY SHALL EXTEND BEYOND THE PERIODS COVERED BY THIS WRITTEN WARRANTY.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

LIMITATIONS

This warranty does not cover: non-Pella products, problems caused by improper storage, handling, installation, finishing, use, modification, or maintenance; Acts of God; accidents, including accidental glass breakage; products subjected to conditions outside their design limitations; minor imperfections in glass that do not affect the product's structural integrity or obscure vision; minor variations in glass color; normal wear or discoloration of finish; finish problems caused by mechanical damage or abrasion; damage caused by acid rain, salt spray, or other corrosive elements; brass hardware finishes; problems caused by high humidity (condensation and frost); variations in wood grain or color; discoloration of non-visible parts; wood rot due to improper maintenance or installation; or problems due to water leakage which is not the fault of the Pella product. All glass warranties are void if any film is applied to the glass surface. **Labor connected with insulating glass replacement (including replacement of sash or door panels), or labor in any other case where Pella elects replacement, is not covered by the warranty and is the responsibility of the owner. In no case does this warranty cover the costs of finishing any repaired or replacement product or component or any trim or other carpentry work that may be required.** Replacement products will be the closest equivalent current product and may not exactly match the original. The warranty on any replacement product will extend for the balance of the original warranty period.

NEITHER PELLA CORPORATION NOR ANY SELLER OF PELLA PRODUCTS WILL BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES WHICH MAY RESULT FROM A PRODUCT DEFECT OR MALFUNCTION. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights and you may have additional rights which vary from state to state.

Pella® Windows & Doors Limited Warranty



The Pella® Pledge

A legacy of quality . . .

Since 1925, Pella Corporation and its sales and service organization have earned a reputation for quality products, professional service, and customer satisfaction. This reputation is our pledge of assurance to you.

. . . built into every product . . .

We believe that the best guarantee is the one you never have to use, and our priority has always been the enduring quality that is designed and built into every product we sell.

. . . with our pledge to you . . .

While Pella® products are built to provide years of satisfaction, should you ever have any problems with your products, this warranty represents our commitment to address and fairly resolve them. Our warranty provides specific information about our products and your rights as our customer. Please make sure to see the important information and limitations on the back.

. . . for years of comfortable ownership.

The comfort, security, and satisfaction you'll experience with Pella products is our greatest reward. Thank you for making Pella a part of your project. We sincerely appreciate your trust.

Limited Warranty Certificate

Pella® Quality for Years to Come

FOR THE FIRST TWENTY YEARS . . .

The glass in Pella products is guaranteed for twenty years after the date of sale. If a premature failure of the glass or a permanent material obstruction of vision due to a failure of the glass seal is brought to our attention during this period, Pella will ship replacement glass and/or sash or door panels to the retailer where the product was purchased.

FOR THE FIRST TEN YEARS . . .

If a defect in materials or workmanship of your Pella product not covered by the glass warranty is brought to our attention during the first ten years from the date of sale, Pella Corporation will, at its option: 1) Repair the product (*After the first two years, there will be a charge for labor, but any repair parts will be provided free of charge during the entire warranty period.*); 2) Provide replacement part(s) or product(s) (*If replacement is elected, the replacement part(s) or product(s) will be shipped to the retailer where the product was purchased.*); or 3) If we determine that repair or replacement is not practicable, we may elect to refund the original purchase price.

FOR YEARS TO COME . . .

Proper care can help extend the performance and enjoyment of your Pella products. The booklet "Caring for Your Pella Windows & Doors" is designed to guide you through the benefits, operation, and maintenance of your products so that the Pella quality, performance, and beauty that you enjoy today are yours for years to come. If you have not received your complimentary copy of this booklet, please contact your nearest Pella representative or call 1-800-54-PELLA.

