

PELLA STORM DOORS LIMITED WARRANTY

Congratulations on choosing a Pella storm door to protect and beautify your home. This superior quality door has been designed to give you years of trouble-free service, and you are protected by this limited warranty:

Pella warrants to the **ORIGINAL HOMEOWNER PURCHASER** of this storm door that it will, without charge to the purchaser, repair or exchange, at its option, any door determined to be defective in material or workmanship for 20 years after the purchase date. The purchaser will be responsible for transporting the door to and from the nearest Pella storm door dealer. Should the door be determined to be defective in material or workmanship **AFTER 20 years** from the purchase date, the original purchaser may buy one new Pella storm door at 50% of the then-current manufacturer's suggested list price for as long as the original purchaser owns the home on which the door was installed. The purchase must be made directly from the factory, and all transportation charges are the responsibility of the purchaser.

Should the door be determined to be defective and the purchaser incurs a reinstallation cost **within three years of the purchase date**, he or she may be reimbursed for these costs up to a maximum of \$25.00, upon furnishing a copy of the invoice for the reinstallation costs.

As a condition of this warranty, it is required that the door be used for residential use only in an owner-occupied home, that it be installed properly as an operating door according to manufacturer's instructions, and that it not be altered in any way. For multi-unit housing applications, ask your dealer for a copy of the appropriate warranty or phone Pella's Customer Service Department at the phone number listed below. This warranty is not transferable.

To make a claim under this warranty, you should:

- a) Write to Pella Warranty Service, 2288 University Avenue, St. Paul, MN 55114 USA.
- b) Furnish the original or a copy of the sales receipt or other documents showing the original purchase date and that you are the original purchaser of this door. Exchange is limited to supplying a replacement door of comparable size, style, and original color and does not include any cost of removal or installation except as noted above.

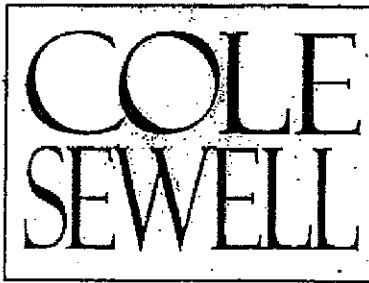
We will do our best to contact you within seven (7) days after your inquiry reaches us.

The warranty on the latch set and air closer is one year, and any labor charges are not covered. This warranty excludes all damage to glass and screen. This warranty does not cover problems caused by improper storage, handling, installation, use, modification, or maintenance, by Acts of God or by accidents, including accidental glass breakage. It does not apply to normal wear or discoloration of finish; finish problems caused by mechanical damage or abrasion; normal effects of sun and weather, including acid rain, salt spray, or other corrosive elements; damage caused by severe wind; or damage caused by customer abuse or neglect. Brass handle set is guaranteed not to tarnish and carries a lifetime finish warranty for as long as the purchaser owns their home.

THIS WARRANTY EXCLUDES ALL INCIDENTAL AND CONSEQUENTIAL DAMAGES. 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. 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.



EFFECTIVE APRIL 1, 2000.



SUMMARY* OF WARRANTY INFORMATION

For Doors Sold at Retail

All Models numbered 2000 or higher, including all <i>Select</i> Models	Full replacement for as long as you own your home Reinstallation payment to consumer of up to \$25 during the first three years
Models numbered higher than 700 and lower than 2000 and Model 530	Full replacement for 10 years; replacement door discount thereafter Reinstallation payment to consumer of up to \$25 during the first two years
Models numbered 700 or lower except Model 530	Full replacement for 5 years; replacement door discount thereafter Reinstallation payment to consumer of up to \$25 during the first year

The warranty on latch sets and closers is one year.
*See individual warranties for complete details.



Warranty Door Replacement

Reasons why a Storm Door would not be covered under the warranty:

- The Warranty on the door has expired
- Wood Core Door was cut down
- Door was painted
- Improper storage of the door
- Caller is not the original homeowner
- Act of God
- Damaged caused by customer abuse or neglect

Warranty Door Replacement Upgrades

Reasons why a customer may want to upgrade:

- Change color of door
- Want a different model
- Previous product has failed under Warranty up to 3 times – In this situation, there would be no charge to the customer for an upgrade.

Warranty Door Replacement Upgrades

How to select what model and pricing to use:

- Go to Warranty Door Upgrade Matrix
- Refer to left hand column and locate the customer's current model
- Refer to the top column and locate the model door the customer wants to upgrade to.
- Follow the matrix to the proper box where the pricing is located
 - If you see a "-" in the box this indicates that there is not a cost associated with the upgrade.
 - If there is a cost in the box that is the cost that would be charged to the customer's credit card.