

Limited Warranty

The Building Center, Inc. warrants that the Grand Manor windows and doors it manufactures shall be free from defects in material and workmanship for a period of one (1) year from date of manufacture (with the exception of): insulated glass, for which the period is ten (20) years and cellular PVC components, which carry a lifetime warranty against rot. This warranty is subject to the following terms and conditions.

The Building Center, Inc. shall, at its option and in its discretion, either repair the door(s) or window(s), ship replacement door(s) or window(s) to the builder, contractor or person making the warranty claim, or refund the original purchase price (or pro-rated portion thereof) paid to The Building Center for such door(s) or window(s). This warranty is suspended if the defective product is not returned to The Building Center within thirty (30) days of delivery of the replacement product.

Claims under this limited warranty must be made in writing within the one (1) year period set forth above and prior to the commencement of any repair work to: The Building Center, Inc., 10201 Industrial Drive, Pineville, North Carolina 28134. This limited warranty extends only to the original purchaser.

This Warranty does not cover any of the following:

- any condition that falls within NWWDA (or its successors) standards or tolerances
- warping that does not inhibit the operation of the product
- conditions arising out of the improper or incomplete application of finishing materials or hardware
- conditions resulting from improper storage or installation
- conditions resulting from the failure to perform normal required maintenance
- damage arising out of utilization of storm door or window without proper venting
- damage arising out of the installation of doors or windows exposed to direct sunlight without providing adequate overhang or proper finish color (e.g. dark colored finishes should be avoided in such areas)
- defects or damages arising out of unreasonable or unintended use of product(s)
- products installed in structures that do not allow for proper management/ drainage of moisture, such as Exterior Insulation Finish Systems (EFIS), also known as synthetic stucco
- discoloration caused by weathering
- custom finishing

Failure to comply with The Building Center's guidelines for storage, handling and installation, or attempts other than by The Building Center, Inc. or its authorized representatives to repair the door(s) or window(s) will negate any warranty claims. Damage caused by others or by any cause beyond the control of The Building Center, Inc., including but not limited to damage caused by misuse, abuse, accident, mishandling or acts of God are not covered under this or any other warranty.

The Building Center extends a limited warranty on insulated glass for ten (10) years from the date of manufacture for seal failure causing impaired vision due to moisture, film or dust between the glass. This warranty does not include scratches, cracked or broken glass or damage caused by improper maintenance, handling, misuse, or heat buildup. The application of any after-manufacture film on the glass voids this warranty. The Building Center extends a limited warranty on stress cracks for a period of six (6) months from the date of manufacture.

Under no circumstances shall The Building Center, Inc. pay for the cost of labor associated either with the original installation or replacement of any product, including insulated or other glass, under this warranty. The warranty on any replacement product or product which has been repaired shall be limited to the balance of time remaining on the warranty of the original product.

The Building Center, Inc. shall not be liable for indirect, consequential or incidental damages, including but not limited to: loss of use, lost profits, lost income, damage to property, or expenses incurred by buyer for additional work required as a result of a warranty repair or replacement. **The Building Center, Inc. makes no other warranty, express or implied, including implied warranties or merchantability and fitness for a particular purpose.** In the event the exclusion of implied warranties or limitations for consequential or incidental damages is not permitted by law, the duration of any implied warranties shall not exceed that of the express warranty set forth herein. No distributor, dealer, builder, contractor or representative has the authority to modify this warranty.

This warranty is void if payment in full has not been received prior to the date of a warranty claim. The warranty period is not extended by late payment.