



WARRANTY

Thank you for choosing **HK Windows**.

All of our windows are built with the finest craftsmanship, the highest quality materials and a superior attention to detail. Our commitment is to provide you with great products and unsurpassed service. HK Windows will stand behind our products, providing you with a limited lifetime warranty service. Here are the terms and conditions of our HK Windows warranty.

OUR LIFETIME WARRANTY ITEMS

- Vinyl Sash Frame and Vinyl Window Frame: The vinyl in the window Sash frames and in the window Main frame of the basic window unit will be warranted against cracking, peeling, flaking, blistering or corroding for as long as the (Original Purchaser or Present Property Owner) shall own and live in the property.
- Moving Parts of the Basic Window Unit: Consisting of balances to raise and lower the window sash, and locking mechanism to secure the window sash, are all warranted for as long as the (Original Purchaser or Present Property Owner) shall own and live in the property.
- Insulated Glass Unit: The sealed insulated glass unit of the HK Windows system is warranted for 10 years as the (Original Purchaser or Present Property Owner) shall own and live in the property, against development of material obstruction of vision occurring from manufacturing defects, resulting from film formation or dust collection between the interior glass surface, caused by failure of the seal, under conditions of normal use and service.

ADDITIONAL WARRANTY INFORMATION

- HK Windows reserves the right to discontinue or change any HK Windows vinyl window system as manufactured. If the part or component of the window originally installed is not available and HK Windows determines to make replacement, HK Windows shall have the right to substitute a compatible part or component.
- This Limited Warranty is transferable one time only by the (Original Purchaser or Present Property Owner) to the successor owner of the property, within the first twenty (20) years from the date of windows installation, and shall be limited to the unexpired remaining portion of such twenty (20) years from date of window installation.

GLASS BREAKAGE

- Replacement Windows only - Will provide IG units only for broken glass in replacement windows for as long as the (Original Purchaser or Present Property Owner) shall own and live in the property.

EXCLUSIONS

- HK Windows does not warrant installation or defects caused by installation.
- This Warranty does not cover any other damages or material failure including, but not limited to, normal weathering of window sashes and frame, oxidation, accidents or intentional damage, fire, flood, hail, or any Acts of God, chemicals, negligent maintenance or any other causes beyond HK Windows' control.
- This Warranty does not apply if the windows are painted, varnished or coated with any other substance.
- This Warranty does not cover glass breakage on new construction or torn screening from any cause whatsoever.

Replacement parts or components furnished under this Warranty will have the standard color available at that time.

A color variance may occur between the new replacement part in comparison to the original window due to weathering exposure or other factors and is not indicative of a defect in the part.

HOW TO CLAIM THE WARRANTY Any claims for defects under this Limited Warranty should be made in any of the following methods, 1) In writing to: HK Windows / 5101 Nelson Rd. Suite #100 Morrisville, NC 27560, promptly after discovery of the claimed defect, describing the defect claimed and date of window installation, proof of property ownership and or transfer information. 2) Emailing to warranty@hkwindows.net 3) Filling form @ hkwindows.net website

Original Purchaser: _____

Property Address: _____

Date of windows installation: _____

HK# (Order#) and/or Distributing Center Where Window Purchased: _____