

Limited Lifetime Warranty

This Warranty provides exclusive coverage for the complete vinyl windows and doors manufactured and sold by Western Window (the “Product” or “Products”) as described herein.

Residential Lifetime Warranty: Each Product’s vinyl main frame and operating sash frame will be free of defects in material and workmanship that substantially impairs the operation or performance of the affected Product for the original owner of the owner-occupied single-family residence in which it is originally installed (“Original Owner”) for as long as they own and occupy said residence, except as provided herein. In the event the Original Owner sells or no longer primarily lives in their single-family residence, the Warranty shall transfer once and shall be limited to a term of 10 years from the original manufactured date.

Commercial Ten-Year Limited Warranty: Applies to uses other than an owner-occupied single-family residence. Each Product will be free from defects in material and workmanship that substantially impairs the operation or performance of the affected Product for a period of 10 years from the original manufactured date, except as provided herein.

This Warranty covers defects related to the insulated glass seal for 20 years and mechanical moving components and hardware for 10 years from manufactured date.

Specialty Colored Products, which include laminated, painted, coextruded, cap stock, and non-white colored extruded vinyl main frame and sash frame, shall be free from excessive peeling, cracking, fading, or color change for a period of 10 years from the original manufactured date, provided that said fading or color change is non-uniform and non-gradual and as provided herein.

Western Window, at its sole discretion, will provide labor for claims made within 2 years of the original manufactured date for repairs that require the use of non-standard tools or industry knowledge to complete, not to exceed \$100 in labor expense if the Product is located within our Service Territory (as defined herein). For example, a homeowner is expected to replace a lock or sash but would need a service technician to replace an insulated glass unit. Accessibility to a component is the responsibility of the homeowner if a Product can’t be reached with a 12-foot ladder. If special equipment such as scaffolding or mechanical lifts are needed to access a Product for repair, the cost of that equipment will be the owner’s responsibility. Western Window’s “Service Territory” is the area which Western Window may, at its sole discretion, provide service labor within and can be found online at www.western-window.com/resources/. Western Window will not provide labor or cover the cost of labor for claims made more than 2 years after the original manufactured date or for claims on Products which were sold, shipped or installed outside of our Service Territory. In the event that Western Window does not provide labor for a valid warranty claim as provided herein, Western Window shall solely be responsible for providing the necessary replacement parts or Products, provided that the claimant shall be responsible for associated shipping expenses and fees.

Because manufacturing materials and techniques can change, replacement Products and components may not be an aesthetic match to the original. A color or profile variance may occur between the new replacement part or components compared to the original Product. In lieu of repair or replacement of a defective window, Western Window reserves the right to buy out the Warranty by paying the owner an amount equal to the percentage of the term of the Warranty remaining (assumed for lifetime warranties to be 20 years), multiplied by the original cost of the window to Western Window’s direct customer, in which case Western Window’s obligations (but not its rights) under this Warranty shall terminate immediately.

This Warranty does not cover: Incomplete or components of windows or doors (such as IGU’s, vinyl frames, hardware...); Product failure due to improper installation or handling; Misuse; Non-vertical installations; Glass breakage (unless otherwise stated); The use of applied tints, films or non-factory applied finishes; Alterations made to the Product; Acts of nature such as fire, earthquakes, floods or explosions; Natural weathering of surfaces and/or finishes; Structural settling; Damage caused by pressure washing or any other cause outside the control of Western Window; Products sold by Western Window as a clearance item, blemished, or in “as is” condition; Products used in a condition that exceeds Product design standards or certified performance standards; Gas fill retention levels in the inner space of insulated glass units; Window and door screens; Glass imperfections, scratches or other imperfections allowable per ASTM C 1036 as described in our published “Quality Guidelines for Glass Defects - Visual Inspection”; Normal wear and tear; Scratching and other defects that do not substantially impair the operation or performance of the affected Product; Natural wear, scratching, or finish degradation of factory applied painted surfaces caused by the movement and normal operation of the product, or by contact with other surfaces or objects; Fading of surfaces and/or finishes, color variations, or chalking due to normal aging or natural weathering, pollution, or extreme heat and/or UV exposure; Fading or color change of 10 Delta E Units or less; Non-uniform fading or color change on Products that are not equally exposed to the sun and other environmental conditions; Alignment of grids; Products that Western Window was not paid for; Condensation; or Products which are excluded from this warranty by Western Window’s notation of such on the Product’s original order confirmation provided to Western Window’s direct customer.

This Warranty is effective for vinyl windows and doors manufactured and sold by Western Window after February 20, 2025. This Warranty is expressly in lieu of all other oral or written warranties, liabilities or obligations. In no event shall Western Window be liable for consequential or incidental damages of any kind, including any damage to the building, its contents or any person therein, or labor and materials for repainting or refinishing. All references of manufactured date refer to the date the Product was originally manufactured by Western Window. This Warranty may be modified or voided by Western Window’s notation of such on the Product’s original order confirmation provided to Western Window’s direct customer.

Any claim must be submitted within 30 days of discovery of perceived nonconformity in writing showing the address of the original installation, the purchase date, the name of the dealer/builder/contractor that supplied the Product, proof of purchase, and the nature of the problem. Claims must be submitted to Western Window by email to service@western-window.com or by mail to Western Window at 1815 Madison Avenue, Nampa, Idaho 83687. In the event of a warranty claim, Western Window reserves the right to inspect the defective Product in place and as originally installed. If Western Window determines, at our sole discretion, that there proves to be no defect in the window, or the remedy sought by the owner lies outside the scope of this Warranty, owner agrees to promptly reimburse Western Window for the cost of any such inspection, travel, or work performed, plus an administrative fee of \$100.00.

For more information visit us at www.western-window.com or contact us at 208-461-4550.

