



PEACE OF MIND Guarantee

For as long as you own your home...

C&L Ward will install your exterior home products to your complete satisfaction. If at any time these products are not performing to your satisfaction, and it can be attributed to the quality of our installation, we will fix the problem for free.

Patrick L. Ward

Patrick L. Ward, C&L Ward President



What Is Not Guaranteed By This Guarantee

Some things are not covered by this guarantee such as: damage caused by improper use or maintenance; accident; abuse or neglect; acts of God; fading of colored products due to normal weathering exposure; damage to the products caused by water leakage other than as a result of defective product or glass; high humidity; damage caused by airborne pollutants such as salt or acid rain; damage caused to the products by use of corrosive cleaning agents or exposure to harsh chemicals; damage to the products as a result of settling or structural failure of the structure in which the products are installed; or as a result of any unauthorized modifications to the products performed after initial installation. Any problems or defects that are a direct result of product manufacturing, and NOT the installation performed by C&L Ward, shall fall under the manufacturer's written warranty. C&L Ward will not be responsible for the labor costs incurred to correct product failures or defects; these costs are the responsibility of the product manufacturer and/or homeowner. Guarantee is void if the window or patio door unit is removed from the structure in which it was originally installed by anyone other than an authorized C&L Ward installer.

How To Get Help

To obtain help under this guarantee, contact your sales representative or the nearest C&L Ward showroom, or call our Service Department at 1-800-305-6931. We will contact you to investigate your claim within approximately two weeks after notification, and arrange for appropriate action.

When You Call, Please:

- (a) Identify the product that is involved;
- (b) Completely describe the problem you have experienced;
- (c) Completely describe any attempts that have been made to correct the problem;
- (d) Provide the address where the defective product or glass can be inspected, and your phone number so that we can contact you.

