



SoftLite Windows & Doors

GLASS BREAKAGE PROTECTION RIDER



All Elements, Imperial Elite, and Pro Series windows come standard with the Glass Breakage Limit Protection. This protection can be purchased separately for other product lines. Products must be registered at www.soft-lite.com/product-registration within sixty (60) days of installation to activate this Glass Breakage Protection.

What this Glass Breakage Protection Rider Covers

For the period stated below, SoftLite's windows and patio doors will be free from defects in manufacturing or materials, and the hermetic seals of the insulated glass units (IGU) will have no defects in manufacturing or materials that cause a material obstruction of vision because of film formation caused by dust or condensation on the surfaces inside the sealed IGUs. This protection provides no-charge replacement of glass on its windows and patios doors (**labor and shipping not included**), including accidental breakage. Read SoftLite's Glass Quality Standards at <http://www.soft-lite.com/glass-standards/>.

What this Glass Breakage Protection Rider Does Not Cover

This rider does not cover leaded glass, miniblinds, IGUs manufactured with breather tubes, or components and materials used in the installation of products(s) such as caulking and screws. Cases in which the IGU is altered are not covered. *SoftLite makes no warranty of representation about condensation on the outer surfaces of the IGU. Condensation on the outer surfaces of the glass does not indicate a defect and may temporarily occur as a natural result of humidity, excessive moisture, changes in temperature, or improper ventilation.*

Who has the Rights Under this Protection / How to Transfer this Protection

This Glass Breakage Protection covers the original purchaser of the product(s) who owns and resides in the residential dwelling in which the product(s) is initially installed (you). This rider can only be transferred one time to a person who buys that residential dwelling from you. A Warranty Transfer Form must be completed at www.soft-lite.com/warranty-transfer and a \$250 transfer fee (clerical and recordkeeping costs of processing the transfer) must be paid within six (6) months after the residential dwelling is sold. Once transferred, this rider converts to SoftLite's standard Lifetime Limited Warranty for the second resident. **You can find a copy of SoftLite's full Lifetime Limited Warranty at www.soft-lite.com/lifetime-warranty.**

How Long This Protection Lasts

This Glass Breakage Protection begins on the date that the windows and/or patio doors are installed and lasts for as long as the product(s) remain where, and as, originally installed in a residential dwelling, and the original purchaser of the product(s) owns and resides in such residential dwelling. This rider converts to a SoftLite's standard Lifetime Limited Warranty once transferred. Some states do not allow limitations on implied warranty time frames, so these duration limitations of the warranty may not apply.

What SoftLite Will Do

SoftLite will provide a replacement IGU. If the exact original product or part is no longer available, the company reserves the right to substitute a similar part or product of equal or greater quality. All replacement products will be shipped either to the original selling dealer or directly to the purchaser. You must pay for all shipping costs of replacement Product(s). Labor, de-installation costs, and re-installation costs are not covered by this rider. If a homeowner believes a product(s) fails to meet the requirements of this rider, SoftLite reserves the right to inspect the product(s). must allow SoftLite or its representatives all access reasonably necessary to perform such inspections. If SoftLite performs an inspection of the products in connection with a warranty claim, SoftLite may charge a reasonable inspection fee. If the product(s) has (have) failed to conform to the warranty, SoftLite may apply the inspection fee to such installation and/or other services as SoftLite performs.

For Warranty Claims

Products must be registered within sixty (60) days of installation in order to make a claim. All claims should first be reported to the contractor or company that installed your product(s). If your dealer is no longer in business, you can file a claim at www.soft-lite.com/warranty-claim. To transfer this rider, you must complete the online form at www.soft-lite.com/warranty-transfer within six (6) months of the deed transfer. There is a \$250 fee, and the rider converts to our Lifetime Limited Warranty.

The dealer who sold the windows and/or patio doors covered by this warranty should complete the information below, including the order/warranty number. These numbers can also be found on labels in the window frame pockets (www.soft-lite.com/warranty-number). You will need this number to register your Product(s). **CONSEQUENTIAL AND INCIDENTAL DAMAGES ARE NOT RECOVERABLE UNDER THIS PROTECTION.** Some states do not allow the exclusion or limitation of incidental or consequential damages, so limitation or exclusion may not apply. You must register your product(s) online within sixty (60) days of installation at www.soft-lite.com/product-registration. For complete warranty information, visit www.soft-lite.com/lifetime-warranty.

WARRANTY NUMBER: _____ DATE: _____
DEALER: _____ CITY/LOCATION: _____
PRODUCT/SERIES: _____