



LIMITED WARRANTY.

PRODUCTS SUPPLIED BY OTHER VENDORS MAY HAVE DIFFERENT WARRANTIES. PLEASE REFER TO THOSE. IF INSTALLED BY RPWD, SEE INSTALL WARRANTY

GENERAL WARRANTY: (Two Years)

Right Path Windows and Doors (RPWD) warrants that all window products it manufactures, excluding open (no glass) frames, will be free from defects in materials and workmanship for two (2) years from the purchase date, provided they are installed, finished, maintained, and operated according to our instructions. Interior trim, due to its susceptibility to humidity and other conditions, is warranted for thirty (30) days from shipment, ensuring it conforms to the window unit's specified radius.

RPWD's OBLIGATION

Under this limited warranty, RPWD's obligation is, at its discretion and expense, to: (1) repair any defective unit; (2) replace any unit in its original condition as supplied by RPWD; or (3) provide a comparable new replacement part meeting the current standards. Replacement parts will match RPWD's current specifications, not those at the time of original manufacture. This limited warranty applies to all units' products manufactured by RPWD and is valid only for installations within the continental United States, Hawaii, and Canada. Products installed outside these areas, as well as products removed and reinstalled, are not covered. The warranty is void if the product is not correctly finished, installed, and operated per RPWD's instructions. Provided RPWD was to supply those services.

GLASS LIMITED WARRANTY

INSULATED GLASS: (One Year)

RPWD warrants the insulated glass in its products to be free from air seal failure for one (1) year from the purchase date, except for custom-ordered glass with narrow spacers, bent glass, 90-degree corner glass, decorative glass, and doors, all of which are also covered for one year. This warranty excludes glass breakage, distortion, and operational issues caused by improper handling, installation, or exposure to extreme environments. If an air seal failure occurs within the warranty period, RPWD will supply a replacement glass unit or sash with replacement glass to the original point of purchase. Shipping and handling charges may apply if shipped directly to the consumer, who is also responsible for installation. RPWD will not cover repainting or refinishing related to replacement.

STRESS CRACK/BREAKAGE WARRANTY: (One Year)

RPWD warrants insulated and non-insulated glass units against stress cracks for twelve (12) months, excluding decorative, bent, and 90-degree corner glass. If a stress crack occurs within this period, RPWD will provide a replacement glass piece at the original point of purchase, but the consumer is responsible for installation and any associated costs.

CONDENSATION

Condensation on windows resulting from humidity or temperature changes is not a defect or covered by this warranty.

LIMITED WARRANTY FOR DECORATIVE GLASS

RPWD warrants decorative glass for one year against air seal failure. If a failure occurs, RPWD will provide a replacement glass or sash with replacement glass. Shipping charges may apply, and the consumer is responsible for installation. RPWD is not liable for repainting, refinishing, or similar activities associated with the replacement.

WOOD AND WOOD COMPOSITE COMPONENTS

Interior and exterior wood components are warranted for one (1) year. Consumers are responsible for the immediate painting, varnishing, or sealing of all wood surfaces. Maintenance of finishes and proper care against moisture and dryness are essential to retain warranty coverage.

HARDWARE AND WEATHER STRIPPING

Hardware and weather stripping are warranted for one (1) year. RPWD will supply replacement parts as needed, but labor is not included.



INSTALLATION WARRANTY

The manufacturer of the product gives the primary warranty. RPWD has a secondary warranty that enhances and adds to the manufacturer's warranty, as follows: All warranty claims are placed through RPWD to the manufacturer and the remedy will be coordinated by RPWD will have one of our technicians at the site within 3 business days to inspect the defect.

RPWD will supply the labor to replace any glass during the manufacturer's warranty period the glass being supplied by the manufacturer within the first 5 years. If it is determined that the product needs to be replaced, RPWD will supply the labor to remove the defective product and replace it with the new product provided by the manufacturer within the first five years. If the manufacturer goes out of business or cannot perform the specific warranty provisions, Window Fix will complete the work necessary or replace the product, at our option.

EXCLUSIONS

Exclusions include hardware finish weathering, improper installation, misuse, normal wear, wood color variation, glass imperfections meeting ASTM standards, and any defect arising from conditions outside RPWD's control.

DISCLAIMER AND LIMITATIONS

This limited warranty is the only warranty provided by RPWD. All implied warranties are disclaimed, and RPWD is not liable for incidental or consequential damages. Suitability for building compliance is the responsibility of the buyer or installer. RPWD products may not guarantee specific certification standards.

RESTORATION LIMITED WARRANTY

What is Covered

All components supplied and installed by RPWD are covered by a 10-year warranty against rot and decay, which includes labor for the first five years. However, this warranty becomes null and void if proper maintenance (caulking and painting) is not performed as needed.

What is Not Covered

This warranty does not cover the appearance of decay on any original sash or frame component of a restored unit that was not repaired or replaced by RPWD during the restoration process. It also does not cover water entering the interior of the residence if such conditions existed before the restoration work. Additionally, it does not cover water entering the home during extreme or unusual weather conditions. Damage or defects in surrounding materials and surfaces that cause the deterioration of the window, door, or sash frame are not covered. Any work others do, such as painting, is not warranted either. Sealants and caulking applied during restoration are not warranted. The thermal performance is not warranted or guaranteed if it was not improved or altered by the restoration process. While the normal restoration process may improve the unit's mechanical operation, any mechanical defects present before restoration may still exist and are not warranted. Homeowners should have a reasonable understanding of the operation of their windows before work is performed, allowing the mechanic a chance to address any issues before work begins.

WARRANTY CLAIMS

Claims must be submitted within sixty (60) days of defect detection. Send claims to admin@rpwindowsandrestoration.com or Right Path Windows & Doors, 465 Tuckahoe Road #1065 Yonkers, NY 10710, with details on the defect, product information, and actions taken.