



LIMITED NON-PRORATED WARRANTY

Royal will offer to the original purchaser of door components, door kits or complete door units (hereinafter referred to as "Products") a limited non-transferable warranty subject to the terms and conditions herein contained:

20 YEARS LIMITED, NON-PRORATED WARRANTY ON VINYL COMPONENTS

Royal warrants that the main sashes and frame vinyl components of the Products, excluding those which are extruded brown or any variation thereof in colour, will be free from manufacturing defects which result in peeling, flaking, chipping, splitting, blistering or corrosion for a period of twenty (20) years from the date of purchase.

20 YEARS LIMITED, NON-PRORATED WARRANTY ON PVC COMPONENTS COATED USING THE ROYALBOND / SPECTRA-COAT TECHNOLOGY

Royal warrants for a period of twenty (20) years non-prorated door components, door kits or complete door units against peeling, flaking, chipping, splitting, blistering and corrosion if they were supplied by Royal and coated using the paint supplied by RoyalBond, a division of Royal Group.

20 YEARS LIMITED, NON-PRORATED WARRANTY ON INSULATING GLASS

Royal warrants that the insulated glass units will not suffer formation of condensation or dust on the inner surfaces, caused by seal failure, for a period of twenty (20) years from date of purchase¹. This warranty applies to all Royal patio doors, except for the Jazz **IMPACT** whereas the warranty is limited to ten (10) years on seal failure and five (5) years on delamination.

¹10-year warranty applies to purchases prior to 2007

1 YEAR LIMITED, NON-PRORATED WARRANTY ON HARDWARE COMPONENTS

Royal warrants that the hardware (rollers and sash locks) will remain in good operational condition for a period of one (1) year from the date of purchase.

5 YEARS LIMITED AND 10 YEARS LIMITED, NON-PRORATED WARRANTY ON BLINDS

Royal warrants that all internal mini blinds components will remain in good operational condition and free of any manufacturing defects for a period of five (5) years from the date of purchase and that the insulated glass unit will be warranted for a period of 10 (10) years against seal failure from the date of purchase. Both warranties are independent of each other.

All failures to Products covered by this warranty will be repaired or replaced by Royal in accordance with the terms and conditions of this warranty.

EXCLUSIONS FROM LIMITED WARRANTY COVERAGE

Royal shall not be liable for and this warranty does not apply or extend to glass shattering, breakage or distortion or any failure, defects or damages arising from or connected with, without limitation, misuse, neglect, physical abuse, faulty or improper installation or insulation, owner failure to provide reasonable and necessary maintenance to prevent an accumulation of surface dirt, staining or mildew, defects, exposure to harmful chemicals, failure of or damages to walls, surfaces or structures to which Products are applied arising from settlement, distortion or warping due to unusual heat sources (including outdoor grills and refecton from windows or foil sheathing), movement, or cracking thereof, earthquakes, hurricane, tornado, cyclone, gale, lightening, fire, flood and Acts of God, accidental or intentional damage vandalism and all other causes beyond the Royal's control. This warranty does not apply to Products which have been painted, varnished or coated over the Royal's original finish except if coated with RoyalBond paint. Products which experience colour changes due to

normal weathering is excluded from this warranty. Non-uniform color change as a result of equal exposure to sunlight is covered under this warranty; however, non-uniform color changes resulting from unequal exposure to sunlight are not covered under this warranty. "Normal weathering" is defined as exposure to ultraviolet (sun) light, and extremes of weather and atmosphere which will cause any colored or painted surface to fade, darken, chalk, acquire a surface accumulation of dirt or stains, oxidate or corrode. The severity of these conditions depends on air quality, the geographic location of your home, and other local conditions over which Royal has no control. Royal, at its own discretion, shall determine whether the Products are suffering from normal weathering. **IN NO EVENT SHALL ROYAL BE LIABLE FOR ANY LABOUR COSTS AND/OR TRANSPORTATION COSTS.**

THIS WARRANTY IS GIVEN IN LIEU OF ALL OTHER WARRANTIES, LIABILITIES OR OBLIGATION OF ROYAL, EITHER EXPRESSED OR IMPLIED, EXCEPT THAT THE DURATION OF ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED IN TIME TO THE DURATION OF THIS WARRANTY. ROYAL SHALL IN NO EVENT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL OR SPECIAL DAMAGES OF ANY KIND FOR BREACH OF ANY EXPRESS, WRITTEN OR ORAL OR IMPLIED WARRANTY ON PRODUCTS. YOUR EXCLUSIVE REMEDY SHALL BE ENFORCEMENT OF THIS WARRANTY UPON THE TERMS AND CONDITIONS HEREIN CONTAINED. NO REPRESENTATIVE OF ROYAL OR ITS DISTRIBUTORS OR DEALES IS AUTHORIZED TO MAKE ANY CHANGE OR MODIFICATION TO THIS WARRANTY.

PROCEDURES AND CONDITIONS FOR WARRANTY CLAIMS

Some jurisdictions do not allow limitation on how long an implied warranty lasts, so the limitation contained herein above may not apply to you. Some jurisdictions do not allow the exclusion or limitation on consequential or incidental or special damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, all of which vary from jurisdiction to jurisdiction.

Should you feel that Products exhibit a defect covered by this warranty, promptly communicate with Royal's Customer Service Department, identifying nature of defects, date of purchase, original invoice, name and address of property owner(s) and distributor of Products.

A copy of the original Royal invoice showing the order details and shipping date must be submitted with all warranty claims. Warranty claims for insulating glass and tempered glass defects and failures must include all of the relevant information printed on the insulating glass spacer and sandblasted in the corner of each piece of tempered glass.

The warranty period for any repaired or replaced Products will be the remaining unexpired portion of the original warranty period for the Products.

Royal reserves the right to discontinue or change any of its Products, including colours, without giving notice to the original purchaser. In the event of such discontinuance or change, Royal shall not be liable to the original purchaser. Should a product covered by this warranty be unavailable, Royal reserves the right to substitute a product that is of equal quality or price, according to Royal's sole discretion.

FIELD SERVICE PROCEDURES

In the event of a product or component failure, it is the responsibility of the final selling agent/installer to conduct the on-sight assessment of the failure and to institute the appropriate repair.

If following the on-sight investigation, the fabricator and selling dealer/installer cannot institute an effective repair and it is obvious that this is a manufacturing defect, Royal will at its discretion do one of the following:

- Replace the entire product free-of-charge or refund the Royal net selling price to the original customer.
- Provide on-sight assistance to the fabricator and its dealer/installer to identify the problem and to determine a solution to repair the problem.
- Fabricator and/or the dealer installer must accompany the manufacturer on-sight for support.
- No replacement / correction will either extend or modify the original warranty duration.