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Mailing Address:
P.O. Box 57563, Maillardville RPO
Coquitlam, British Columbia, V3K 6S8
www.latko.ca

Limited Warranty

For private residences, Canada & Continental United States only

Latko Enterprises Ltd. ("Latko") warrants that its wood and clad-wood windows and doors will be free from defects in materials and workmanship for a period of two (2) years for the structure in which they were initially installed.

To whom does this warranty extend?

This Limited two (2) year warranty is made and extends only to the owner of the original structure(s) into which such windows or doors from Latko (whether a distributor, dealer, contractor, or owner) were installed, and the occupied structure(s) at the time of initial installation.

What does this warranty cover?

This warranty covers only manufacturing defects and does not include defects or damage caused by normal deterioration, accidents, fire, floods, acts of God, faulty installation, vandalism, neglect, or failure to perform reasonable and necessary maintenance.

Insulated glass units installed by Latko or its authorized agents into a Latko window or door frame or sash are warranted from failure to the air seal due to defects in material or workmanship for a period of ten (10) years; and is non-prorated and non-transferable. Insulated glass units, which are over twenty five (25) square feet or do not have four (4) ninety (90) degree corners are warranted for a period of five (5) years. This warranty covers only manufacturing defects and does not include defects or damage caused by normal deterioration, accidents, fire, floods, acts of God, faulty installation, vandalism, neglect, or failure to perform reasonable and necessary maintenance.

How is a warranty claim made?

A written claim detailing the date and location of the original installation, including proof of purchase of the Latko Window or door; together with the nature of the problem and the name, address and telephone number of the owner or purchaser making the claim must be submitted to Latko Warranty Claims, P.O. Box 57563 Maillardville RPO, Coquitlam, B.C. V2P 7V5. All claims must be made and processed prior to doing any work not authorized by Latko, and claims shall be made as near the time of discovery as possible in order to enable Latko to properly evaluate any potential defects and to ensure maximum customer satisfaction.

What will Latko do?

Latko will contact you shortly after receipt of the written claim and make arrangements to inspect the product subject to the claim. Thereafter, Latko shall, at its sole option, either:

- 1) Repair the defective product without charge
- 2) Furnish a replacement product or component part, shipped freight prepaid to original point of purchase
- 3) Refund the original purchase price of the defective product or component.

An inspection fee of \$250.00 per occurrence will be assessed for all warranty claims. Said inspection fee will be waived upon determination by Latko that such product is within limitations and guidelines as set forth by the Latko Limited Warranty.

What is not covered under this warranty?

This limited warranty does not cover;

- 1) Products for which Latko has not received full payment
- 2) Products improperly installed or maintained, finished or sealed
- 3) Products installed in other than a vertical plain.
- 4) Modification(s) or products which have been modified
- 5) Screens
- 6) Installed glass unit seal failure incidental to glass breakage
- 7) Any refinishing of interior or exterior window components, accessories, trim, etc.
- 8) Damage caused by excessive heat, fire, flood, earthquake, storm or other acts of God.

Limitations and exclusions

This warranty sets forth Latko's maximum liability for its products. Latko shall not be liable for special indirect, consequential or incidental damages. Latko makes no other warranty, either expressed or implied, including implied warranties of merchantability and fitness for a particular purpose except as expressly contained herein with respect to its products. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranty and time and manner of presenting any claim thereon shall be the same as that provided in the express warranty stated herein.