



LIFETIME LIMITED LABOR & INSTALLATION WORKMANSHIP WARRANTY

For qualifying residential window and door installations performed by Milestone Windows & Doors

OUR LIFETIME LABOR PROMISE

Milestone Windows & Doors stands behind the quality of our installation. For as long as the **original purchaser owns and occupies the home** in which the windows or doors were originally installed by Milestone, Milestone warrants its original installation workmanship against defects.

If a covered problem is determined to have been caused by defective workmanship in Milestone's original installation, **Milestone will provide the labor necessary to correct that installation defect at no charge to the original purchaser.** There is no labor charge or service-call charge for an approved claim covered by this warranty.

WHAT "LIFETIME" MEANS

For purposes of this warranty, "Lifetime" means the period during which the original purchaser named on the Milestone contract continuously owns and occupies the property as his or her residence. This warranty ends when the original purchaser sells or transfers ownership of the property or no longer occupies the property as a residence, except for any separate written transfer coverage specifically provided by Milestone.

WHAT THE LIFETIME LABOR WARRANTY COVERS

This warranty covers labor necessary to correct a defect directly caused by Milestone's original installation workmanship, including, when applicable:

- Improper installation or fastening of the window or door;
- Installation-related alignment or operational problems;
- Installation-related air or water infiltration;
- Failure of installation materials originally applied by Milestone when the failure results from defective installation workmanship; and
- Other installation deficiencies determined by Milestone to have resulted from its original workmanship.

For an approved covered claim, Milestone will repair or correct the installation defect without charging the original purchaser for the labor reasonably necessary to perform that covered repair.

PRODUCT AND MANUFACTURER WARRANTIES

The windows, doors, glass, insulated glass units, frames, sashes, hardware, locks, balances, screens, finishes, weatherstripping and other manufactured components sold by Milestone are subject to the applicable **manufacturer's warranty**, if any. Milestone will reasonably assist the homeowner in submitting a valid manufacturer's warranty claim for products originally purchased through Milestone.

Milestone's Lifetime Limited Labor & Installation Workmanship Warranty does not provide lifetime free labor for the repair or replacement of a product or component that fails because of a manufacturing defect, normal wear, age, or another condition unrelated to Milestone's original installation workmanship.

If a manufacturer supplies a replacement product, sash, glass unit, component or part under the manufacturer's warranty, any labor required to remove, install or replace that product or component is covered only if (1) the applicable manufacturer's warranty specifically pays or provides for that labor, or (2) Milestone separately agrees in writing to provide that labor at no charge. Otherwise, reasonable labor and service charges may apply.

EXCLUSIONS

This warranty does not cover conditions or damage resulting from:

- Manufacturing or product defects unrelated to Milestone's installation;
- Normal wear, deterioration or aging;
- Glass breakage unless directly caused by a covered installation defect;
- Seal failure or insulated glass failure unrelated to installation workmanship;
- Failure of balances, locks, rollers, operators, screens, weatherstripping, hardware or other components unrelated to installation workmanship;
- Improper use, abuse, neglect or lack of reasonable maintenance;
- Alterations, repairs or modifications performed by anyone other than Milestone;
- Structural movement, foundation movement, settlement, shifting, vibration or movement of the building;
- Failure or deterioration of roofing, siding, stucco, masonry, flashing, framing, waterproofing or other portions of the structure not installed by Milestone;
- Water intrusion originating from an area or condition unrelated to Milestone's window or door installation;
- Damage caused by hurricanes, tropical storms, tornadoes, flooding, hail, windborne debris, lightning, fire or other acts of nature;
- Vandalism, impact, accidental or intentional damage;
- Damage caused by insects, animals or pests;
- Failure to maintain caulking, sealants, paint, finishes or surrounding building components when such maintenance is reasonably required; or
- Any condition occurring after another person or contractor has altered, removed, reinstalled or materially modified the covered installation.

WARRANTY CLAIM PROCEDURE

The homeowner must notify Milestone within a reasonable period after discovering a suspected covered condition and provide Milestone a reasonable opportunity to inspect the condition before repairs are performed by another contractor.

Milestone will determine whether the reported condition resulted from (1) Milestone's original installation workmanship; (2) a product or manufacturing issue; (3) normal maintenance or wear; or (4) another condition excluded from this warranty. If Milestone determines that the condition is covered, Milestone will perform or arrange the covered corrective labor at no charge to the original purchaser.

Emergency conditions requiring immediate action to reasonably protect persons or property are not intended to be restricted by this provision.

LIMITATION OF COVERAGE

This warranty covers the reasonable labor necessary to correct a covered defect in Milestone's original installation workmanship. It does not make Milestone the manufacturer or warrantor of products manufactured by third parties, and it does not expand or extend any manufacturer's warranty. Manufacturer warranties remain subject to the manufacturer's own terms, conditions, exclusions and limitations.

PAYMENT REQUIREMENT

This warranty becomes effective after the homeowner has paid the Milestone contract price in full.

TEXAS RESIDENTIAL CONSTRUCTION CLAIMS

Nothing in this warranty is intended to eliminate or restrict any right or obligation that cannot lawfully be eliminated or restricted. Claims involving residential construction defects may also be subject to the notice, inspection and opportunity-to-repair procedures contained in Chapter 27 of the Texas Property Code.

THE MILESTONE COMMITMENT

We believe professional installation should come with professional accountability.

If Milestone installed it incorrectly, we'll make the installation right - for as long as you own and occupy your home.

That's the Milestone Lifetime Labor Promise.

Don't overpay. Don't delay. Call Milestone today.

Milestone Windows & Doors | MilestoneWindows.com