

## Relocation and Natural Disaster Replacement Cost Warranty

Notwithstanding anything herein to the contrary, it is hereby agreed and understood that this Pledge only be effective if the homeowner, located at the address shown hereon, has purchased an installation of Joyce replacement windows.

### Relocation Warranty

When you relocate, you have the right to purchase the same Joyce windows at the same price that you paid for the Joyce windows in your current home. When you relocate, contact your original installing contractor and necessary arrangements will be made to have your new Joyce windows installed.

### Natural Disaster

#### Replacement Cost Warranty

Since most homeowner policies do not cover all of the costs for total replacement of windows due to major accidents or natural disasters, we have devised this warranty to help you. Here's how it works:

The original price you paid for your products is guaranteed not to increase for the life of the warranty. Should one or all of the products you originally purchased be destroyed or rendered inoperable, a telephone call to your authorized dealer will get you the same or improved version of the product at the original price.

#### What to do in the event of damage:

1. Contact your dealer immediately and give the following information:
  - (a) Your name, address, date of purchase and original Joyce order number.
  - (b) The quantity and type of products destroyed or rendered inoperable.
  - (c) The nature of the accident (fire, flood, etc.).
  - (d) The products you would like replaced and the time needed.

2. Your dealer will contact you with the necessary information on product availability and approximate installation or product delivery dates.



## SILVER Lifetime Limited Window Warranty

Joyce Windows ("Joyce") warrants the windows installed at the premises listed on front of this warranty, to be free of defects in materials and workmanship excepting broken glass or screening, for as long as the purchaser resides at or owns the home. The sealed insulated glass unit is warranted against defects in materials and/or workmanship resulting in material obstruction of vision caused by film formation due to dust or moisture in the dead air space of the sealed insulated glass unit for life. Condensation on any window may be the result of moisture in the house and does not indicate a defective window or a faulty installation. Colonial or diamond grid systems under extreme weather conditions are subject to frosting. Additional information is available upon request. The vinyl window(s) are warrant that it will maintain its color as it ages, except the color brown. Brown windows exposed to direct sunlight will fade over time and this fading is not covered under this warranty. However, atmospheric pollution and residue deposited on the windows can temporarily discolor the window. Mild soap or detergent is usually all that is required to restore its brilliant finish.

In order to obtain performance under this warranty because of a concern that the window or door is defective, the buyer must immediately contact the installing contractor for an inspection. If buyer's contractor believes the window or door is defective, buyer and contractor should then immediately contact Joyce and provide pertinent information along with original Joyce order number. Upon Joyce's determination that the product is defective, Joyce will replace the unit on the basis indicated in the paragraph above. Joyce, however, will not be responsible for any other costs in making the replacements, including, but not limited to any costs for labor or materials incurred in the removal, installation or reinstallation of any part or parts.

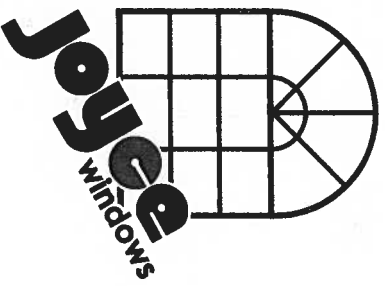
The warranty presented above is the only warranty applicable to this purchase. All other warranties, express or implied, including, but not limited to the implied warranties of merchantability and fitness for a particular purpose are disclaimed.

It is understood and agreed that Joyce's liability, whether in contract, in tort, under any warranty, in negligence or otherwise shall not exceed the return of the amount of the purchase price paid by purchaser and under no circumstances shall Joyce be liable for special, indirect or consequential damages. The price stated for the items purchased is a consideration in limiting Joyce's liability. No action, regardless of form, arising out of the transactions under this agreement may be brought by the purchaser more than one year after the cause of action has occurred.

With respect to the above, some states do not allow limitations on how long any implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages or the limitation of remedies for breach of warranty, so the above limitations or exclusions may not apply. This warranty gives specific legal rights, and the purchaser may also have other rights that may vary from state to state. This limited warranty will become effective upon completion of said installation of products.

# Certificate of Transfer to Second Property Owner

This limited warranty may be assigned to a sequential property owner at anytime. Upon such assignment, the terms and conditions of the limited warranty will continue to remain in effect. The assignment will only be effective with respect to warranty products located in the dwelling in which the warranty products were originally installed. In order to transfer warranty to a second property owner, the company must be notified by mail and include a copy of this warranty.



# Silver Lifetime Limited Window Warranty

Installation by:

Dealer's Name: \_\_\_\_\_

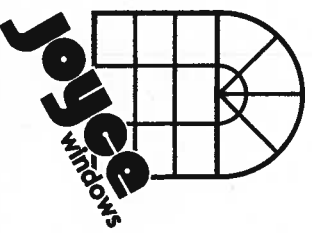
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Issued to:

Property Owner: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Joyce ORDER #: \_\_\_\_\_



1125 Berea Industrial Parkway  
Berea, OH 44017