

# The Home Depot Special Order Quote

**Customer Agreement #:** H6821-274564 Printed Date: 1/14/2023

Customer: MARTIN LEGER

Address: 635 BRIGHTON AVE

**TOLEDO, OH 43609** 

Phone 1:

Phone 2:

**Store:** 6821

Associate: DIANA

Address: 3163 Fairlane Drive

Allen Park, MI 48101

Phone: (313)271-8842

**Pre-Savings Total:** \$6,282.26

> **Total Savings:** (\$0.00)

> **Pre-Tax Price:** \$6,282.26

All prices are subject to change. Customer is responsible for verifying product selections. The Home Depot will not accept returns for the below products.





Frame Width = 31" Frame Height = 41 1/2" Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
100-1	JELD-WEN 31" x 41.5" Clad W-3500 Double Hung	\$622.36	\$622.36	1	\$0.00	\$622.36
	Unit 100 Total:	\$622.36	\$622.36		\$0.00	\$622.36

### Begin Line 100 Description

### ---- Line 100-1 ----

JELD-WEN Clad W-3500 Double Hung Is This a Remake = No

Specific Information = -1 Assembly = Full Unit

Regional Compliance = US National-WDMA/ASTM

Order By = Rough Opening Size Rough Opening Width = Custom Size Custom Rough Opening Width = 31.75 Rough Opening Height = Custom Size Custom Rough Opening Height = 42.25

Vent Division = Even Divide Jamb Width = Custom Custom Jamb Width = 4.75 Jamb Thickness = 4/4 JE

Sash Model = Traditional - Wide Rails - Top &

**Bottom** 

Species = Auralast Pine Interior Finish Type = Natural Finish - Interior = Natural Finish - Exterior = Brilliant White Sash to Match Exterior Finish = Yes

Finish - Sash (Exterior) = Brilliant White Energy Efficiency = Standard

STC / OITC Rating = Standard

Glazing = Insulated

Glass Energy Options = SunStable Glass Color = SunStable Obscure

Glass Type = Annealed Neat Glass = No

Glass Thickness = Standard Default Thickness

Protective Film = No Protective Film Spacer Color = Silver Spacer

Glass Options = Argon

Hardware Finish - Interior = White

Number of Locks = 1

Storm Screen/Combo = No Combo Screen Options = BetterVue Mesh

Screen Finish = Brilliant White

Exterior Trim Type = No Drip Cap/No Nail Fin

Exterior Trim Options = No

Rating = PG 35

Prep for Stool = No

Certification = None

Jambliner = White Jambliner Sash Limiter = No Sash Limiter

Finger Plows = Plow in Top & Bottom Rail

Grid Type = 5/8" Flat GBG

Location for Grid = Top Lite(s) Only

Grid Finish = Brilliant White Grid Pattern = Colonial

Lites Wide - Top = 3 Lites High - Top = 2

Manufacturer = JELD-WEN, Rantoul(IL) Contact Number = 1-800-246-9131 Option 2

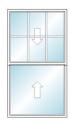
Catalog Version Date = 11/03/2022

Catalog Version = 22.5.12.1

**End Line 100 Description** 

Page 1 of 11 Date Printed: 1/14/2023





Frame Width = 29 1/4" Frame Height = 53 1/4" Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
200-1	JELD-WEN 29.25" x 53.25" Clad W-3500 Double Hung	\$634.03	\$634.03	1	\$0.00	\$634.03
	Unit 200 Total:	\$634.03	\$634.03		\$0.00	\$634.03

### **Begin Line 200 Description**

#### ---- Line 200-1 ----

**Double Hung** Assembly = Full Unit, Sash Model = Traditional - Wide Rails - Top & Exterior Trim Type = No Drip Cap/No Nail Fin, Exterior Trim Options = No, Regional Compliance = US National-WDMA/ASTM Vent Division = Even Divide, Order By = Rough Opening Size, Rough Opening Width = Custom Size, Custom Rough Opening Width = 30, Rough Opening Height = Custom Size, Custom Rough Opening Height = 54 Species = Auralast Pine, Interior Finish Type = Natural, Finish - Interior = Natural, Finish - Exterior = Brilliant White, Sash to Match Exterior Finish = Yes, Finish - Sash (Exterior) = Brilliant White Jamb Width = Custom,

Custom Jamb Width = 4.75, Jamb Thickness = 4/4 JE Rating = PG 35, Prep for Stool = No Hardware Finish - Interior = White, Number of Locks = 1, Storm Screen/Combo = No Combo, Screen Options = BetterVue Mesh, Screen Finish = Brilliant White Energy Efficiency = Standard, STC / OITC Rating = Standard, Glazing = Insulated, Glass Energy Options = SunStable, Glass Color = SunStable Obscure, Glass Type = Annealed, Neat Glass = No, Glass Thickness = Standard Default Thickness, Protective Film = No Protective Film, Spacer Color = Silver Spacer,

Glass Options = Argon Grid Type = 5/8" Flat GBG, Location for Grid = Top Lite(s) Only, Grid Finish = Brilliant White, Grid Pattern = Colonial, Lites Wide - Top = 3, Lites High - Top = 2 Certification = None, Jambliner = White Jambliner, Sash Limiter = No Sash Limiter, Finger Plows = Plow in Top & Bottom Rail Is This a Remake = No, Specific Information = -1 Manufacturer = JELD-WEN, Rantoul(IL), Contact Number = 1-800-246-9131 Option 2, Catalog Version Date = 11/03/2022, Catalog Version = 22.5.12.1, Price Type =

### End Line 200 Description





Overall Frame Width = 52 1/4"
Overall Frame Height = 36 3/4"
A1: Sash Split = Even Divide
B1: Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
300-1	JELD-WEN 52.25" x 36.75" Clad W-3500 Double Hung2	\$932.85	\$932.85	1	\$0.00	\$932.85
	Unit 300 Total:	\$932.85	\$932.85		\$0.00	\$932.85

### **Begin Line 300 Description**

### ---- Line 300-1 ----

Double Hung
Grid Pattern = Colonial,
Lites Wide - Top = 3,
Lites High - Top = 2
Is This a Remake = No,
Specific Information = -1
Manufacturer = JELD-WEN, Rantoul(IL),

Custom Rough Opening Height = 37.5 Species = Auralast Pine, Interior Finish Type = Natural, Finish - Interior = Natural, Finish - Exterior = Brilliant White, Sash to Match Exterior Finish = Yes, Finish - Sash (Exterior) = Brilliant White Glass Type = Annealed,
Neat Glass = No,
Glass Thickness = Standard Default Thickness,
Protective Film = No Protective Film,
Spacer Color = Silver Spacer,
Glass Options = Argon
Add Grilles? = Yes,

Page 2 of 11 Date Printed: 1/14/2023

Contact Number = 1-800-246-9131 Option 2,
Catalog Version Date = 11/03/2022,
Catalog Version = 22.5.12.1,
Price Type =
Assembly = Full Unit,
Sash Model = Traditional - Wide Rails - Top &
Bottom,
Exterior Trim Type = No Drip Cap/No Nail Fin,
Exterior Trim Options = No,
Regional Compliance = US National-WDMA/ASTM
Vent Division = Even Divide,

Jamb Width = Custom,
Custom Jamb Width = 4.75,
Jamb Thickness = 4/4 JE
Rating = DP 35,
Prep for Stool = No
Hardware Finish - Interior = White,
Storm/Screen Combo = No Combo,
Screen Options = BetterVue Mesh,
Screen Finish = Brilliant White
Energy Efficiency = Standard,
STC / OITC Rating = Standard,
Glazing = Insulated,
Glass Energy Options = SunStable,
Glass Color = SunStable,

Grid Type = 5/8" Flat GBG,
Location for Grid = Top Lite(s) Only,
Grid Finish = Brilliant White,
Grid Pattern = Define Pattern Separately
Mull Assembly = Flat Mull,
Certification = None,
Jambliner = White Jambliner,
Jambliner Covers = No,
Sash Limiter = No Sash Limiter,
Finger Plows = Plow in Top & Bottom Rail
Vertical,
Factory,
O" thick, 36.75" length

#### **End Line 300 Description**



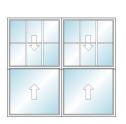
**Double Hung** 

Order By = Rough Opening Size,

Rough Opening Width = Custom Size,

Rough Opening Height = Custom Size,

Custom Rough Opening Width = 53,



Overall Frame Width = 58 1/4" Overall Frame Height = 53 1/4" A1: Sash Split = Even Divide B1: Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
400-1	JELD-WEN 58.25" x 53.25" Clad W-3500 Double Hung2	\$1,115.21	\$1,115.21	1	\$0.00	\$1,115.21
	Unit 400 Total:	\$1,115.21	\$1,115.21		\$0.00	\$1,115.21

### **Begin Line 400 Description**

### ---- Line 400-1 ----

Grid Pattern = Colonial, Lites Wide - Top = 3, Lites High - Top = 2 Is This a Remake = No, Specific Information = -1 Manufacturer = JELD-WEN, Rantoul(IL), Contact Number = 1-800-246-9131 Option 2, Catalog Version Date = 11/03/2022, Catalog Version = 22.5.12.1, Price Type = Assembly = Full Unit, Sash Model = Traditional - Wide Rails - Top & Bottom, Exterior Trim Type = No Drip Cap/No Nail Fin, Exterior Trim Options = No, Regional Compliance = US National-WDMA/ASTM Vent Division = Even Divide, Order By = Rough Opening Size, Rough Opening Width = Custom Size, Custom Rough Opening Width = 59,

Rough Opening Height = Custom Size,

Custom Rough Opening Height = 54 Species = Auralast Pine, Interior Finish Type = Natural, Finish - Interior = Natural, Finish - Exterior = Brilliant White, Sash to Match Exterior Finish = Yes, Finish - Sash (Exterior) = Brilliant White Jamb Width = Custom, Custom Jamb Width = 4.75, Jamb Thickness = 4/4 JE Rating = DP 35, Prep for Stool = No Hardware Finish - Interior = White, Storm/Screen Combo = No Combo, Screen Options = BetterVue Mesh, Screen Finish = Brilliant White Energy Efficiency = Standard, STC / OITC Rating = Standard, Glazing = Insulated, Glass Energy Options = SunStable, Glass Color = SunStable,

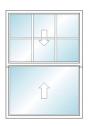
Neat Glass = No, Glass Thickness = Standard Default Thickness, Protective Film = No Protective Film, Spacer Color = Silver Spacer, Glass Options = Argon Add Grilles? = Yes, Grid Type = 5/8" Flat GBG, Location for Grid = Top Lite(s) Only, Grid Finish = Brilliant White, Grid Pattern = Define Pattern Separately Mull Assembly = Flat Mull, Certification = None, Jambliner = White Jambliner, Jambliner Covers = No, Sash Limiter = No Sash Limiter, Finger Plows = Plow in Top & Bottom Rail Vertical, Factory, 0" thick, 53.25" length

Glass Type = Annealed,

End Line 400 Description

Page 3 of 11 Date Printed: 1/14/2023





Frame Width = 29 1/4" Frame Height = 41 1/4" Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
500-1	JELD-WEN 29.25" x 41.25" Clad W-3500 Double Hung	\$562.39	\$562.39	1	\$0.00	\$562.39
	Unit 500 Total:	\$562.39	\$562.39		\$0.00	\$562.39

### Begin Line 500 Description

### ---- Line 500-1 ----

**Double Hung** Assembly = Full Unit, Sash Model = Traditional - Wide Rails - Top & Exterior Trim Type = No Drip Cap/No Nail Fin, Exterior Trim Options = No, Regional Compliance = US National-WDMA/ASTM Vent Division = Even Divide, Order By = Rough Opening Size, Rough Opening Width = Custom Size, Custom Rough Opening Width = 30, Rough Opening Height = Custom Size, Custom Rough Opening Height = 42 Species = Auralast Pine, Interior Finish Type = Natural, Finish - Interior = Natural, Finish - Exterior = Brilliant White, Sash to Match Exterior Finish = Yes, Finish - Sash (Exterior) = Brilliant White

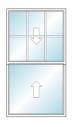
Custom Jamb Width = 4.75, Jamb Thickness = 4/4 JE Rating = PG 35, Prep for Stool = No Hardware Finish - Interior = White, Number of Locks = 1, Storm Screen/Combo = No Combo, Screen Options = BetterVue Mesh, Screen Finish = Brilliant White Energy Efficiency = Standard, STC / OITC Rating = Standard, Glazing = Insulated, Glass Energy Options = SunStable, Glass Color = SunStable Obscure, Glass Type = Annealed, Neat Glass = No, Glass Thickness = Standard Default Thickness, Protective Film = No Protective Film, Spacer Color = Black Spacer,

Glass Options = Argon Grid Type = 5/8" Flat GBG, Location for Grid = Top Lite(s) Only, Grid Finish = Brilliant White, Grid Pattern = Colonial, Lites Wide - Top = 3, Lites High - Top = 2 Certification = None, Jambliner = White Jambliner, Sash Limiter = No Sash Limiter, Finger Plows = Plow in Top & Bottom Rail Is This a Remake = No, Specific Information = -1 Manufacturer = JELD-WEN, Rantoul(IL), Contact Number = 1-800-246-9131 Option 2, Catalog Version Date = 11/03/2022, Catalog Version = 22.5.12.1, Price Type =

### End Line 500 Description



Jamb Width = Custom,



Frame Width = 29 1/4" Frame Height = 53 1/4" Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
600-1	JELD-WEN 29.25" x 53.25" Clad W-3500 Double Hung	\$556.24	\$556.24	1	\$0.00	\$556.24
	Unit 600 Total:	\$556.24	\$556.24		\$0.00	\$556.24

### **Begin Line 600 Description**

### ---- Line 600-1 ----

Double Hung
Assembly = Full Unit,
Sash Model = Traditional - Wide Rails - Top &
Bottom,
Exterior Trim Type = No Drip Cap/No Nail Fin,
Exterior Trim Options = No,
Regional Compliance = US National-WDMA/ASTM

Custom Jamb Width = 4.75,
Jamb Thickness = 4/4 JE
Rating = PG 35,
Prep for Stool = No
Hardware Finish - Interior = White,
Number of Locks = 1,
Storm Screen/Combo = No Combo,

Glass Options = Argon
Grid Type = 5/8" Flat GBG,
Location for Grid = Top Lite(s) Only,
Grid Finish = Brilliant White,
Grid Pattern = Colonial,
Lites Wide - Top = 3,
Lites High - Top = 2

Page 4 of 11 Date Printed: 1/14/2023

Vent Division = Even Divide,
Order By = Rough Opening Size,
Rough Opening Width = Custom Size,
Custom Rough Opening Width = 30,
Rough Opening Height = Custom Size,
Custom Rough Opening Height = 54
Species = Auralast Pine,
Interior Finish Type = Natural,
Finish - Interior = Natural,
Finish - Exterior = Brilliant White,
Sash to Match Exterior Finish = Yes,
Finish - Sash (Exterior) = Brilliant White

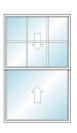
Screen Options = BetterVue Mesh,
Screen Finish = Brilliant White
Energy Efficiency = Standard,
STC / OITC Rating = Standard,
Glazing = Insulated,
Glass Energy Options = SunStable,
Glass Color = SunStable,
Glass Type = Annealed,
Neat Glass = No,
Glass Thickness = Standard Default Thickness,
Protective Film = No Protective Film,
Spacer Color = Silver Spacer,

Certification = None,
Jambliner = White Jambliner,
Sash Limiter = No Sash Limiter,
Finger Plows = Plow in Top & Bottom Rail
Is This a Remake = No,
Specific Information = -1
Manufacturer = JELD-WEN, Rantoul(IL),
Contact Number = 1-800-246-9131 Option 2,
Catalog Version Date = 11/03/2022,
Catalog Version = 22.5.12.1,
Price Type =

### End Line 600 Description



Jamb Width = Custom,



Frame Width = 35"
Frame Height = 56 3/4"
Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
700-1	JELD-WEN 35" x 56.75" Clad W-3500 Double Hung	\$659.26	\$659.26	1	\$0.00	\$659.26
	Unit 700 Total:	\$659.26	\$659.26		\$0.00	\$659.26

### **Begin Line 700 Description**

#### ---- Line 700-1 ----

**Double Hung** Assembly = Full Unit, Sash Model = Traditional - Wide Rails - Top & Bottom, Exterior Trim Type = No Drip Cap/No Nail Fin, Exterior Trim Options = No, Regional Compliance = US National-WDMA/ASTM Vent Division = Even Divide, Order By = Rough Opening Size, Rough Opening Width = Custom Size, Custom Rough Opening Width = 35.75, Rough Opening Height = Custom Size, Custom Rough Opening Height = 57.5 Species = Auralast Pine, Interior Finish Type = Natural, Finish - Interior = Natural, Finish - Exterior = Brilliant White, Sash to Match Exterior Finish = Yes, Finish - Sash (Exterior) = Brilliant White Jamb Width = Custom,

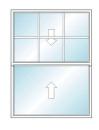
Custom Jamb Width = 4.75, Jamb Thickness = 4/4 JE Rating = PG 35, Prep for Stool = No Hardware Finish - Interior = White, Number of Locks = 2, Storm Screen/Combo = No Combo, Screen Options = BetterVue Mesh, Screen Finish = Brilliant White Energy Efficiency = Standard, STC / OITC Rating = Standard, Glazing = Insulated, Glass Energy Options = SunStable, Glass Color = SunStable, Glass Type = Annealed, Neat Glass = No, Glass Thickness = Standard Default Thickness, Protective Film = No Protective Film, Spacer Color = Silver Spacer,

Glass Options = Argon Grid Type = 5/8" Flat GBG, Location for Grid = Top Lite(s) Only, Grid Finish = Brilliant White, Grid Pattern = Colonial, Lites Wide - Top = 3, Lites High - Top = 2 Certification = None, Jambliner = White Jambliner. Sash Limiter = No Sash Limiter, Finger Plows = Plow in Top & Bottom Rail Is This a Remake = No, Specific Information = -1 Manufacturer = JELD-WEN, Rantoul(IL), Contact Number = 1-800-246-9131 Option 2, Catalog Version Date = 11/03/2022, Catalog Version = 22.5.12.1, Price Type =

### End Line 700 Description



Catalog Version 128



Frame Width = 36 3/4" Frame Height = 49 1/4" Sash Split = Even Divide

Page 5 of 11 Date Printed: 1/14/2023

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
800-1	JELD-WEN 36.75" x 49.25" Clad W-3500 Double Hung	\$666.29	\$666.29	1	\$0.00	\$666.29
	Unit 800 Total:	\$666.29	\$666.29		\$0.00	\$666.29

### **Begin Line 800 Description**

#### ---- Line 800-1 ----

**Double Hung** Assembly = Full Unit, Sash Model = Traditional - Wide Rails - Top & Bottom. Exterior Trim Type = No Drip Cap/No Nail Fin, Exterior Trim Options = No, Regional Compliance = US National-WDMA/ASTM

Vent Division = Even Divide, Order By = Rough Opening Size, Rough Opening Width = Custom Size, Custom Rough Opening Width = 37.5, Rough Opening Height = Custom Size,

Custom Rough Opening Height = 50 Species = Auralast Pine. Interior Finish Type = Natural, Finish - Interior = Natural, Finish - Exterior = Brilliant White, Sash to Match Exterior Finish = Yes, Finish - Sash (Exterior) = Brilliant White Jamb Width = Custom,

Custom Jamb Width = 4.75, Jamb Thickness = 4/4 JE Rating = PG 35,

Prep for Stool = No Hardware Finish - Interior = White, Number of Locks = 2,

Storm Screen/Combo = No Combo, Screen Options = BetterVue Mesh, Screen Finish = Brilliant White

Energy Star Zone = Energy Star - Northern,

Energy Efficiency = Energy Star, STC / OITC Rating = Standard, Glazing = Insulated,

Glass Energy Options = SunResist with HeatSave,

Glass Color = SunResist with HeatSave,

Glass Type = Annealed, Neat Glass = No,

Glass Thickness = Standard Default Thickness, Protective Film = No Protective Film,

Spacer Color = Silver Spacer, Glass Options = Argon Grid Type = 5/8" Flat GBG, Location for Grid = Top Lite(s) Only, Grid Finish = Brilliant White, Grid Pattern = Colonial, Lites Wide - Top = 3, Lites High - Top = 2 Certification = None, Jambliner = White Jambliner,

Sash Limiter = No Sash Limiter, Finger Plows = Plow in Top & Bottom Rail

Is This a Remake = No, Specific Information = -1

Manufacturer = JELD-WEN, Rantoul(IL), Contact Number = 1-800-246-9131 Option 2, Catalog Version Date = 11/03/2022,

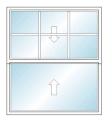
Catalog Version = 22.5.12.1,

Price Type =

### End Line 800 Description







Frame Width = 32 3/4" Frame Height = 37 1/4" Sash Split = Even Divide

Line Number	Item Summary	Was Price	Now Price	Quantity	Total Savings	Total Price
900-1	JELD-WEN 32.75" x 37.25" Clad W-3500 Double Hung	\$533.63	\$533.63	1	\$0.00	\$533.63
	Unit 900 Total:	\$533.63	\$533.63		\$0.00	\$533.63

### Begin Line 900 Description

#### ---- Line 900-1 ----

Custom Jamb Width = 4.75, Double Hung Assembly = Full Unit, Sash Model = Traditional - Wide Rails - Top & Bottom, Exterior Trim Type = No Drip Cap/No Nail Fin, Exterior Trim Options = No, Regional Compliance = US National-WDMA/ASTM Vent Division = Even Divide, Order By = Rough Opening Size, Rough Opening Width = Custom Size, Custom Rough Opening Width = 33.5, Rough Opening Height = Custom Size, Custom Rough Opening Height = 38 Species = Auralast Pine,

Interior Finish Type = Natural, Finish - Interior = Natural, Finish - Exterior = Brilliant White, Sash to Match Exterior Finish = Yes. Finish - Sash (Exterior) = Brilliant White

Jamb Thickness = 4/4 JE Rating = PG 35, Prep for Stool = No Hardware Finish - Interior = White, Number of Locks = 1, Storm Screen/Combo = No Combo, Screen Options = BetterVue Mesh, Screen Finish = Brilliant White Energy Star Zone = Energy Star - Northern, Energy Efficiency = Energy Star, STC / OITC Rating = Standard, Glazing = Insulated, Glass Energy Options = SunResist with HeatSave, Glass Color = SunResist with HeatSave, Glass Type = Annealed, Neat Glass = No. Glass Thickness = Standard Default Thickness,

Spacer Color = Silver Spacer, Glass Options = Argon Grid Type = 5/8" Flat GBG, Location for Grid = Top Lite(s) Only, Grid Finish = Brilliant White, Grid Pattern = Colonial, Lites Wide - Top = 3, Lites High - Top = 2 Certification = None, Jambliner = White Jambliner, Sash Limiter = No Sash Limiter, Finger Plows = Plow in Top & Bottom Rail Is This a Remake = No, Specific Information = -1 Manufacturer = JELD-WEN, Rantoul(IL), Catalog Version Date = 11/03/2022,

Contact Number = 1-800-246-9131 Option 2, Catalog Version = 22.5.12.1,

Price Type =

Page 6 of 11 Date Printed: 1/14/2023

Protective Film = No Protective Film,

End Line 900 Description —

Page 7 of 11 Date Printed: 1/14/2023



## Window & Patio Door Limited Warranty

### **OUR WARRANTY TO YOU...**

JELD-WEN® Products¹ are designed to create lasting value for your home. This warranty is effective for all JELD-WEN window and patio door Products (except United Collection products) manufactured on or after June 1, 2019 for use in the United States and Canada. Any previous warranties will continue to apply to products manufactured by JELD-WEN prior to this date. For additional information, including care and maintenance instructions, installation instructions, and previous warranties, refer to www.jeld-wen.com or www.jeld-wen.ca.



### WHAT THIS WARRANTY COVERS

Except as set forth in the Special Coverages section below, we warrant that if your JELD-WEN Product exhibits a defect in material or workmanship within the time periods from the date of manufacture as specified below, we will, at our option, repair, replace or refund the purchase price of the Product or component part. Skilled labor<sup>2</sup> (where deemed necessary by us) to repair or replace any component is provided as specified below.

	Wood & Metal Clad Wood	Composite	Vinyl & Metal Clad Vinyl	Aluminum
Basic Product Coverage Owner-Occupied Single-Family Residence	20 years	10 years; glass is covered for 20 years	as long as you own and occupy your residence	10 years
Basic Product Coverage Commercial (Other than Owner-Occupied Single-Family Residence)	20 years	10 years	10 years	2 years
Skilled Labor <sup>2</sup> Coverage	2 years	2 years	2 years	1 year
Transferability - the maximum length of any coverage when you sell your residence or it becomes occupied by other than the original owner	10 years	10 years	10 years	Non- transferable

### Special Coverages (Applies to both Owner-Occupied and Commercial)

The following Special Coverages apply to special product features and options; not all options are available on all products or in all regions.

Glass Options	Coverage	Notes
Triple-Glazed Glass Units	20 years	Includes the glass panes and the insulating seal.
ImpactGard® Glass Units	10 years	
Special Glazings	5 years	Includes laminated glass units other than ImpactGard, and glass options not listed in our product literature, e.g., leaded or decorative glass.
Blinds/Shades Between the Glass	10 years	Includes the seal, external control mechanism, and operation of the shade/blind.
Stress Cracks	1 year	Applies to sealed glass units installed in windows and patio doors. Laminated glass and special glazings are excluded. Coverage includes replacement glass and skilled labor <sup>2</sup> necessary to replace the glass. Stress cracks occur when, in the first year after manufacture, the glass develops a crack without sign of impact.
Accidental Glass Breakage	Same as the Basic Product Coverage above (Owner- Occupied or Commercial)	Applies to Products ordered with double-strength or thicker glass. Not covered: damage attributable to acts of nature (e.g. fire, hurricane, etc.), civil disorder, building settling, structural failures of walls or foundations or improper installation, construction job-site mishaps, storage, or handling. Special glazings and ImpactGard glass are not covered by this glass breakage warranty.

Continued on next page

### **Special Coverages (continued)**

Finish Options	Coverage	Notes
Finish on Metal Clad Exteriors	AAMA 2605: 30 years AAMA 2603/2604: 10 years Anodized: 5 years	Coverage is for peeling, checking, cracking, or exhibiting excessive chalk, fade or color change <sup>3</sup> . Clad products installed within one mile of a salt-water source (for example, an ocean or salt lake) or other corrosive environment require additional and specific maintenance requirements. Refer to our full care and maintenance instructions.
Factory Interior Finish on Wood Products	1 year	Coverage is for peeling, checking, or cracking. Should the factory interior finish be proven defective within this time period, we will at our option, replace or refinish the component or product, or offer a refinish credit up to \$50 per opening for windows or \$100 per opening for patio doors. This coverage applies to factory-applied finish coat options only; standard factory-applied primer is not a finish coat.
Colored and Laminated Surfaces on Vinyl and Composite Products	10 years	Coverage is for peeling, blistering, or flaking, and excessive color change <sup>3</sup> . This coverage does not extend to discoloration, polish, surface damage, or alteration caused by the use of natural or chemical solvents or an environmental factor causing such damage.
Other Special Coverages	Coverage	Notes
AuraLast® Protection for Wood Products	Owner-Occupied Single-Family Residence: as long as you own and occupy your residence	Coverage is for wood decay and/or termite damage in pine wood components. Warranty coverage outside Canada, the contiguous 48 states and Alaska is contingent upon approval from the JELD-WEN Customer Care Department. Please contact us.
	Commercial: 20 years	
Custom Fiberglass Door Slabs	As long as you own and occupy your residence	
Factory Prefinish on Custom Fiberglass Doors	10 years	Should the factory prefinish be proven defective, we will at our option refinish the door or pay up to \$350.00 per opening to the current owner.
Electric Operators	1 year	Coverage includes replacement parts and skilled labor necessary to replace the operator for one year.
Retractable Roll Screens	5 years	



### **HOW TO GET ASSISTANCE**

If you have a problem with your JELD-WEN Product, contact the dealer/distributor or contractor from whom you purchased your product or contact us directly:

	In the United States:	In Eastern Canada:	In Western Canada:	In Ontario Canada:	
Mail:	JELD-WEN Customer Care Attn: Warranty Claims P.O. Box 1329 Klamath Falls, OR 97601	JELD-WEN Service Dept 90, rue Industrielle Saint-Apollinaire, Quebec, Canada GOS 2EO	JELD-WEN Service Dept 550 Munroe Avenue Winnipeg, Manitoba, Canada R2K 4H3	JELD-WEN Service Dept 90 Stone Ridge Road Vaughan, Ontario Canada L4H 3G9	
Phone:	888-JWHelpU 888-594-3578	800-463-1930	888-945-5627 204-668-8230	800-440-2714 905-265-5700	
Fax:	800-436-5954	888-998-1599	204-663-1072	905-265-5704	
E-mail:	jeldwenwarranty@jeld-wen.com		wpgservice@jeld-wen.com		
Web:	www.jeld-wen.com/contact-us	www.jeld-wen.ca/contact-us			

We can respond quickly and efficiently if you provide the following: a) product identification (from the original order/invoice, spacer code, permanent label, or the window identification number found on corner of glass), b) how to contact you, c) the address where the product can be inspected, and d) a description of the apparent problem and the product (photographs are helpful).

### What We Will Do...

Upon receiving your notification, we will send out an acknowledgement within three business days to the contact, which you have provided. We will investigate your claim and will begin to take appropriate action within 30 days after receipt of notification. If your warranty claim is denied, we may charge an inspection fee for an onsite inspection that is required or requested by you.

Continued on next page



### HOW TO GET ASSISTANCE (CONTINUED)

If your claim is approved, and we choose to repair or replace the product or a component of the product, the replacement product/ component will be provided in the same specification as the original product or its nearest equivalent current product. Replacement components/products are warranted for the balance of the original product warranty or 90 days, whichever is longer.

Product Purchase Date:	
Order Number:	

If the claimed nonconformity is warp of a door slab, we may defer repairing or replacing the door slab for a period up to twelve (12) months from the date of claim. It is not uncommon for a temporary warp condition to occur as the door slab adjusts to local humidity and temperature conditions. This deferral will not be counted against the warranty period.

### WHAT THIS WARRANTY DOES NOT COVER

JELD-WEN is not liable for damage, product failure or poor product performance due to:

- Normal wear and tear, including normal wear and tear of weatherstrip; natural weathering of surfaces.
   Variance in color or texture of natural wood parts, and natural tarnishing of copper cladding are not considered defects.
- Normal wear and tear to hardware and naturally occurring changes to hardware finishes (e.g., corrosion or tarnishing).
- Exposure to chemicals (e.g. brick wash) or a harsh environment (e.g. salt spray or airborne pollutants) unless otherwise stated above.
- Misuse, abuse or failure to properly finish and provide maintenance.
- Alteration or modification of the Product (e.g. customer applied tints or films, paint finishes, security systems).
- Any cause beyond the reasonable control of JELD-WEN (e.g. fire, flood, earthquake, other acts of nature, and acts of third parties outside of our control).
- Failure to provide an adequate overhang for fiberglass doors; damage caused by extreme temperature buildup where storm doors are present. For general guidelines, see our "Appropriate Protection for Exterior Doors" in our product literature or at www.jeld-wen.com/ resources; for specific information pertaining to your structure, consult your contractor or other building professional.
- Improper installation not in conformance with JELD-WEN installation instructions (note: see www.jeld-wen. com for current installation instructions); operational problems and problems related to water and/or air infiltration/leaking as a result of improper installation or flaws in building design or construction.
- Installation into a condition that exceeds product design standards and/or certified performance specifications and/or is not in compliance with building codes.
- Extreme artificial temperature buildup or exposure (e.g., where storm doors/windows are present).
- Hardware or inserts that are not provided by us, such as locksets, door handles, strikes, etc.
- Condensation or damage as a result of condensation (Note: unless due to insulating glass failure, most condensation problems are related to excessive humidity levels in a structure. Contact a heating/air conditioning specialist for help).

 Wood decay in wood components other than of pine species and any components (including pine) that come in direct contact with soil. Note: superficial mold/ mildew does not indicate wood decay.

#### JELD-WEN is also not liable for:

- Glass breakage (except as specifically covered above).
- Screen damage due to normal wear and tear, misuse, abuse, or insect or animal activity.
- Slight expansion or contraction of product components due to varying environmental conditions; slab movement (shrinkage or swelling) of 1/4" or less due to temperature and humidity, consult the Homeowner's Manual on how to work with this natural movement.
- Slight imperfections or wavy distortions in the glass that don't impair structural integrity. Note: wavy distortions in the glass (e.g. related to laminate interlayer or heat strengthening of glass) are not considered a defect.
   Slight color variations in glass are not considered a defect.
- Hairline cracks in factory-applied finishes; surface cracks that do not compromise the underlying material are not a defect.
- Damage or distortion to other property, including but not limited to, vinyl siding, building components or landscaping caused in whole or in part by reflection of light or heat from JELD-WEN windows or doors.
- Product or component performance decline due to aging, inert gas dissipation, natural processes or failure to provide proper maintenance. Note: Other than inert gas loss due to seal failure, the migration of an inert gas, such as argon, is a natural process that occurs over time and is not a defect.
- Repairs on product not accessible by road; travel costs related to repairs on product located more than 125 miles/200 kilometers from an authorized dealer; providing, assembling, or dismantling scaffolding, lifts, or other specialized equipment.
- Labor and materials for repainting or refinishing activities or the removal or disposal of defective product(s); labor exceeding the time periods specified above.
- Incidental or consequential damage. Some states/ provinces do not allow the exclusion or limitation of incidental or consequential damages, so this may not apply to you.

### Important Legal Information -- Please read this carefully. It affects your rights.

This Limited Warranty document sets forth our maximum liability for our products. We shall not be liable for special, indirect, consequential, or incidental damages. Your sole and exclusive remedy with respect to any and all losses or damages resulting from any cause whatsoever shall be as specified above. We make no other warranty or guarantee, either express or implied, including implied warranties of merchantability and fitness for a particular purpose to the original purchaser or to any subsequent user of the Product, except as expressly contained herein. In the event state or provincial law precludes exclusion or limitation of implied warranties, the duration of any such warranties shall be no longer than, and the time and manner of presenting any claim thereon shall be the same as, that provided in the express warranty stated herein. This Limited Warranty document gives you specific legal rights, and you may have other rights that vary from state/province to state/province.

Any dispute, controversy or claim arising out of or relating to this warranty, any alleged breach thereof, or the use or sale of the products to which this warranty applies shall be resolved by mandatory and binding arbitration administered by the American Arbitration Association in accordance with its commercial arbitration rules. Any ensuing arbitration will be venued in Charlotte, North Carolina. Original purchaser agrees that they may assert claims against JELD-WEN in their individual capacity only, and not as a plaintiff or class member in any purported class action proceeding. This warranty shall be interpreted in accordance with the laws of North Carolina (excluding North Carolina's conflict of laws principles). If any provision of this warranty is deemed illegal or unenforceable in a judicial proceeding, that provision shall be severed and excluded, and the remainder of this warranty shall continue in force. Rejection of these dispute resolution provisions must be sent to JELD-WEN at the address provided herein within thirty (30) days of original purchaser's receipt of the Products to which this warranty applies.

No distributor, dealer or representative of JELD-WEN has the authority to change, modify or expand this warranty. The original purchaser of this Product acknowledges that they have read this warranty, understand it and are bound by its terms and agrees to provide this warranty to the original owner of the structure into which the Product is installed.

- 1"JELD-WEN Products" shall refer to window and patio door products (except United Collection products) manufactured in the United States and/or Canada and marketed under the JELD-WEN brand name for use in the United States and/or Canada. See our separate United Collection warranty, or our Export Warranty for applicable coverage on products used outside the United States and Canada.
- <sup>2</sup> "Skilled labor" refers to tasks where specialized technical knowledge, experience, methods or tools are required to properly identify, diagnose and/or correct product-related issues.
- <sup>3</sup> "Chalking" of the exterior finish is not a defect unless it exceeds a numerical rating of eight (8) when measured in accordance with the standard procedures specified in ASTM D4214. Fading or changing in color of the exterior finish is not a defect unless it exceeds five (5) E units, calculated in accordance with ASTM D2244, paragraph 6.2. Color change shall be measured on an exposed area of finish that has been cleaned of surface soils and chalk, and the corresponding values measured on the original or unexposed area of finish. Fading or color changes may not be uniform if the surfaces are not equally exposed to the sun and elements. If the above ASTM standards change, the standard in effect at the time of purchase applies. As an option to replacement, we may choose to refinish the product.

© 2019 JELD-WEN, inc. | JELD-WEN, AuraLast, and ImpactGard are registered trademarks of JELD-WEN, inc.