



# Mirage Windows

1751 Bishop St N, Cambridge, ON, N1T 1N5 | (519)621-6111 | [www.miragewindows.ca](http://www.miragewindows.ca)

## PRODUCT WARRANTY

Mirage Windows Inc. specializes in manufacturing premium quality windows and doors. Mirage Windows Inc. prides itself on offering quality products and professional service. Mirage Windows Inc. has implemented a detailed product warranty to guarantee our product quality and performance to ensure product functionality and longevity.

### **LIFETIME WARRANTY ON NON-COLOURED/COLOURED WINDOWS AND SASHES**

Mirage Windows Inc. products are manufactured from premium quality vinyl. Mirage Windows Inc. includes a lifetime warranty on non-coloured windows. Mirage Windows Inc. warrants that the vinyl frame and sash will not corrode, blister, peel, flake, distort or contract beyond general industry standards. Warranty on coloured windows is 15 years. Coloured windows may aesthetically fade over time, the colour touch up is the responsibility of the home owner. Due to the fragile nature of painted surfaces, issues such as minor nicks/scratches may occur over time. Touch-up paint is supplied with every order after the install. Our warranty covers the cost of touch-up material needed for refinishing.

### **LIFETIME WARRANTY ON GLASS**

Mirage Windows Inc. extends a limited warranty for seal failure causing moisture, film or dust between the glass on all units.

### **LABOUR**

Mirage Windows Inc. will cover the cost of labour to remove and/or repair warranty parts for a period of ONE(1) year.

### **MATERIALS AND WORKMANSHIP**

Mirage Windows Inc. products are subject to the conditions and limitations as set forth below. Mirage Windows Inc. shall repair or replace non-conforming materials or workmanship.

Any component that is determined to be defective in material or workmanship occurring within the first 12 months of the original purchase date, will be repaired or replaced solely at the expense of Mirage Windows Inc.

### **FACTORY FINISHING**

Mirage Windows Inc. cannot guarantee on and exact floor match in the event a component is repaired or replaced under warranty.

Mirage Windows Inc. warranty does not cover the fading of windows at any degree, as this is due to normal weathering and is not constituted as a defect.

### **INSTALLATIONS**

Warranty is voided if the customer decides to install Mirage Windows Inc. products without the presence of a certified Mirage Windows Inc. installer. Mirage Windows Inc. reserves the right to assess products post installation and decide if warranty applies.



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## WARRANTY LIMITATIONS

This warranty covers only product defects as specified herein. It does not include minor scratches or minor aesthetic imperfections outside of the Mirage Windows Inc. product standard. Defects and damages attributed to faulty or improper installation; normal weathering; defects cause my accident, fire, flood, acts of God, vandalism, riot, or civil disorder; misuse; abuse by harmful fumes, vapours, solvents, chemicals or chemical pollutants in the atmosphere; mildew, building settlement or structural failure of walls or foundations is beyond Mirage Windows Inc.'s control.

No representation is made with respect to condensation on the windows, as this is the natural result of humidity levels in and outside of the house accompanied by changes in temperature. It does not indicate a defective window.

Minor glass imperfections or any variations of colour that does not affect the structural integrity or significantly obscure normal vision are specifically excluded from this warranty.

Warranty does not apply on glass if any tinting film is applied to the surface of glass.

Broken glass or torn screens are exempt from this warranty.

This warranty applies only in respect to products used strictly for the normal and reasonable purpose for which they are intended.

Warranty shall be voided if harmful solvents are used to clean the vinyl frame and/or sash causing damage to the product.

Warranty shall be voided if the frame and/or sash member are painted or coated in any way other than our paint process.

Any hardware supplied and installed by others is not the responsibility of Mirage Windows Inc. to remove and replace.

We will not accept responsibility for installation in locations or a manner that exceeds or deviates from product design standards, and/or testing and certified performance specification, and/or not in compliance with building codes.

The obligation of Mirage Windows Inc. is limited to repairing or replacing a product it deems to be defective. No compensation will be provided for loss of time, inconvenience, commercial loss, or special consequential or other damages.