

Windoofull Imports Limited Lifetime Warranty

Effective Date: 6/30/2025

At **Windoofull Imports**, we stand behind the quality and craftsmanship of our products. This Limited Lifetime Warranty outlines what is covered, what is not covered, and how you can make a claim if necessary. This warranty applies only to windows and doors purchased directly from Windoofull Imports.


What Is Covered Under Warranty

This Limited Lifetime Warranty applies only when the product is used as intended, under normal weather conditions.

The warranty applies exclusively to the following types of defects and conditions:

- Manufacturing Defects (must be reported immediately upon delivery)
e.g., misaligned frames, improper fabrication, missing components.
- Defective Glass
e.g., glass that arrives cracked or broken.

(must be reported immediately upon delivery)
- Defects in Materials
e.g., poor-quality seals, warped aluminum profiles, loose hardware.

 **Important: Manufacturing defects and any glass that arrives cracked or broken must be reported at the time of delivery or immediately upon receipt. Claims submitted after this point may not be accepted.**

What Is Not Covered

This warranty does **not** cover:

- **Improper Installation:** Any damage resulting from incorrect installation performed by third parties.
- **Accidental or Intentional Damage:** Breakage, scratches, or dents due to misuse, impact, vandalism, or forced entry.
- **Environmental Damage:** Damage from fire, flooding, earthquakes, hurricanes.
- **Normal Wear and Tear:** Fading, discoloration, or finish dulling due to sun and weather exposure over time.
- **Improper Maintenance:** Use of abrasive or chemical cleaners, failure to lubricate moving parts, or neglecting regular care.
- **Unauthorized Repairs/Modifications:** Alterations, cutting, drilling, or painting the product; installation of third-party parts or hardware.
- **Labor, Removal, or Reinstallation:** This warranty does not cover labor costs associated with removing or reinstalling the product.

*This warranty is **non-transferable** and applies only to the original purchaser of the property owner

How to File a Warranty Claim

To initiate a claim, please provide the following:


1. Proof of purchase (invoice or receipt)
2. Description of the issue
3. Photographs clearly showing the defect
4. Product model or order number (if available)

All claims are to be reported directly to:

Windoormap Imports

97-38 99th Street, Ozone Park, NY 11416

 Email: store@windoormap.com

 Phone: 716-404-3300