Warranty Coverage
Subject to the conditions, exclusions and limitations stated herein, Western Reflections, LLC warrants that its entrance components product (Product) is free from defects in material and workmanship that would render the Product unfit for its normal and recommended use.

This warranty applies only to the first purchaser (Customer) of the Product from Western Reflections. This warranty does not extend to the ultimate consumer and this warranty is not intended to be conveyed to the ultimate consumer or to be brought to the ultimate consumer’s attention in connection with the sale of any goods of which the product becomes component.

THE DURATION OF THIS WARRANTY BEGINS ON THE DATE OF PURCHASE BY THE CUSTOMER AND EXTENDS FOR THE FOLLOWING PERIODS:

1. Ten years for the insulated glass component of
   the Product.
2. One year for all other components of the
   Product.
3. Ten years on operation of the Shade/Blind,
   insulated glass seal and the external control
   mechanism attached to the glass.

Exclusions from Coverage
This warranty does not cover:
1. Defects or damages arising out of shipment by
   common carriers, private transportation or other
   means of transportation.
2. Defects or damages to products arising out of
   improper handling, cleaning or maintenance,
   defective or improper glazing installation or
   finishing, (including glazing installation or
   finishing not in accordance with Western
   Reflections instruction), accident, act of God,
   intentional human acts, misuse, abuse, or any
   circumstances beyond the control of Western
   Reflections.
3. Product installed in or submitted to high heat
   conditions, high moisture conditions, high
   vibration, or extreme temperature changes.
4. Product installed in sloped glazing.
5. Product containing plastic components installed
   in high heat conditions, such as behind a storm
   door, or painted a dark color.
6. Products subjected to stress resulting from
   localized application of heat, movement of
   building and/or building components, or
   expansion or contraction of framing members.
7. Lint and threads in the IG
8. Accessories manufactured by persons other
   than Western Reflections.
10. Normal wear and tear
11. Labor, shipping or other charges incurred or
    claimed by the Customer.

Inspection and Discovery of Defect
It is the Customer’s responsibility to inspect the Product immediately upon receipt of shipment. If a defect covered under this warranty is discovered upon such inspection, then the Customer must follow the Warranty Claim Procedures set forth below.

Western Reflections shall have no obligation under this warranty with respect to any defect reasonably discoverable upon immediate inspection after the Product has been installed (or otherwise used.) If a defect occurs after receipt of shipment within the warranty period, then the Customer must also follow the Warranty Claim Procedures set forth below.

Warranty Claim Procedures
The customer must adhere to the following procedure in order to make a claim under this warranty:

1. The customer must present a written claim to
   Western Reflections LLC, 261 Commerce Way,
   Gallatin, TN 37066, within 30 days after
   discovering a defect. For the insulated glass
   component of the Product or an Internal Shade
   Insulated Unit or Mechanism, Western
   Reflections must receive this written claim
   within the warranty period.
2. The Customer must use reasonable diligence to
   include in the written claim all of the following:
   a. Adequate description of the claim
      defect(s).
   b. Identification of Product design or
      pattern.
   c. Exact Product size.
   d. Date Product was manufactured (this
date is permanently stamped inside
   the sealed glass on the aluminum
   tubular spacer).
   e. Date of the Customer’s purchase, the
   place of purchase, the purchase price
   and the date of delivery to the
   Customer.
3. The Customer must, if requested by Western
   Reflections, permit Western Reflections or it’s
   representative to inspect the Product.

Remedies
After receiving a valid claim, Western Reflection will, at its option, either (A) repair the Product, or (B) provide a replacement Product (or part, as appropriate) of like kind and design.

If Western Reflections elects to provide a replacement Product, the limited warranty on the replacement Products will last for the balance of the warranty on the original Product. If the customer fails to provide satisfactory proof of the date of purchase, the date of manufacture shall be used instead.

Disclaimer Of Warranty
WESTERN REFLECTIONS MAKES NO IMPLIED WARRANTY INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT) AND WESTERN REFLECTIONS MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCT (OR ANY REPLACEMENT), EXCEPT TO THE EXTENT PROVIDED HEREIN.

Limitation of Remedies
THE REMEDIES SET FORTH ABOVE ARE THE CUSTOMER’S EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR NEGLIGENCE. IN NO CASE SHALL WESTERN REFLECTIONS BE LIABLE TO THE CUSTOMER OR ANY OTHER PERSON FOR ANY GENERAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Unless modified in a later writing signed by both Western Reflections and the customer, this warranty is the complete and exclusive warranty related to the product and it supersedes all earlier agreements and other communications relating to the Product. No employee of Western Reflections or other party is authorized to make any warranty in addition to this warranty. Invalidation of any one or more of the provisions of this warranty shall not invalidate or affect one of the other provisions.

Effective January 1, 2007
Rev. 3/07