Your Warranty

Ten Year Limited Warranty

This limited warranty is extended to all end users of Integrity Windows and Doors. Your Integrity products are warranted to be free from defects in manufacturing, materials and workmanship. If such a defect appears during the term of this warranty, Integrity will, at its option (1) repair the defective product, (2) replace the defective materials or (3) refund your purchase price. If replacement is elected, Integrity will not be responsible for installation or refinishing of replacement parts.

This limited warranty is valid for ten (10) years from the date your Integrity product was originally purchased and is subject to the further Conditions and Exclusions set forth below. The warranty of replacement products (including upgrades thereto) furnished pursuant to this warranty will be limited to the remainder of the warranty period of the original product.

Twenty (20) Year Insulating Glass Limited Warranty

The insulating glass in your Integrity products is warranted against visible obstruction thru the glass caused by a failure of the insulating glass air seal for a period of twenty (20) years from the date of original purchase. In the event visible obstruction occurs within the twenty (20) years, Integrity will, at its option, provide replacement insulating glass with or without associated sash. Integrity will not be responsible for installation or refinishing of these replacement parts.*

*Stress cracks are warranted against manufacturing defects for 10 years from original purchase date.

CLAIMS UNDER THESE WARRANTIES MUST BE MADE WITHIN 60 DAYS OF THE APPEARANCE OF A DEFECT.

CONDITIONS AND EXCLUSIONS

Integrity builds its windows and doors to be durable and long lasting. There are certain conditions or applications, however, over which Integrity has no control. Defects or problems as a result of such conditions or applications are not the responsibility of Integrity and are not covered by this warranty. They include:

- THIS LIMITED WARRANTY DOES NOT APPLY TO INTEGRITY WINDOWS AND DOORS INSTALLED IN STRUCTURES THAT DO NOT ALLOW FOR PROPER MANAGEMENT/ DRAINAGE OF MOISTURE. FOR EXAMPLE, EXTERIOR INSULATION AND FINISH SYSTEMS (“EIFS”), ALSO KNOWN AS “SYNTHETIC STUCCO”, WITHOUT AN ENGINEERED DRAINAGE SYSTEM.
- Improper installation, field finishing or maintenance.
- Any misuse, modification or alteration.
- The quality or durability of any paint or other finish to or over any Integrity factory finish.
- Corrosion, wear or failure of hardware in seacoast applications.
- Normal wear or discoloration of finishes, including the tarnishing of brass.
- Variations in the color and grain of natural wood parts.
- Environmental conditions or use exceeding design standards.
- Warpage of 1/4″ (6) or less of door stiles and rails.
- Minor glass imperfections that do not affect normal vision or product performance, including curvature of glass due to atmospheric conditions.
- Condensation or frost on exposed surfaces of your Integrity windows or doors. Condensation or frost is not a defect in the product, but a result of excessive humidity. For more information about condensation and what you can do to keep it to a minimum, write to Marvin Windows and Doors, PO Box 100, Warroad, Minnesota 56763.

YOUR EXCLUSIVE REMEDY WITH RESPECT TO ANY AND ALL LOSSES OR DAMAGES RESULTING FROM ANY CAUSE WHATSOEVER SHALL BE AS SPECIFIED ABOVE. WE SHALL IN NO EVENT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES OF ANY KIND, HOWEVER OCCASIONED, WHETHER BY NEGLIGENCE OR OTHERWISE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

THIS LIMITED WARRANTY IS THE EXCLUSIVE WARRANTY GIVEN BY MARVIN AND SUPERSEDES ANY PRIOR, CONTRARY, ADDITIONAL, OR SUBSEQUENT REPRESENTATIONS, WHETHER ORAL OR WRITTEN. MARVIN DISCLAIMS AND EXCLUDES TO THE GREATEST EXTENT ALLOWED BY LAW ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING ANY WARRANY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY IMPLIED WARRANTIES OTHERWISE ARISING FROM COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE. NO PERSON (INCLUDING ANY EMPLOYEE, AGENT, DEALER, OR REPRESENTATIVE) IS AUTHORIZED TO MAKE ANY REPRESENTATION OR WARRANTY CONCERNING THIS PRODUCT, EXCEPT TO REFER YOU TO THIS LIMITED WARRANTY. THIS WARRANTY IS NOT A WARRANTY OF FUTURE PERFORMANCE BUT ONLY A WARRANTY TO REPAIR/REPLACE OR REFUND.

IF YOU HAVE A WARRANTY CLAIM

Your local Integrity distributor and dealer are equipped to handle your warranty claim quickly and efficiently. Because they are located near you, and familiar with your purchase and/or project, your local Integrity dealer or distributor can best expedite the solution to your claim.
If you have a warranty claim with your Integrity window or door, call the dealer or distributor from whom the products were purchased. If you don’t know the name of the dealer or distributor, call 1-800-346-5128 to locate the one nearest you.
If, after 5 days, your local Integrity dealer or distributor has not responded to your complaint, send a written complaint to Marvin Windows and Doors, P.O. Box 100 Warroad, Minnesota 56763, Attn: Warranty Department. Include the following information in your letter: date you purchased your product; the dealer or distributor from whom your product was purchased; description of product; specific definition of problem or defect; action that you’ve taken or contacts you’ve made with your local dealer or distributor; and your name, address and phone number. Once we’ve received your letter, we’ll respond to your claim within 2 working days.

2/13/2007
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Integrity from MARVIN Windows and Doors