

Not all warranties are created equal

Choosing windows may be a once-in-a-lifetime decision. The right warranty can give you a lifetime of peace of mind, knowing that one of your biggest, most important home investments is properly protected. Just like you're taking great care to choose a window that will maintain its function, beauty and energy efficiency for years to come, this pamphlet will teach you how to make sure you have a warranty you can trust now and in the future.

How to shop and compare warranties

When you're evaluating and comparing warranties, consider the following:

- **Is the warranty Limited or Full?**
(Hint: There are certain legal requirements to be able to use the designation "Full", so if it doesn't say "Full", it isn't.)
- **Who does the work?**
(Hint: If it's not Milgard, you may not know. Milgard has warranty work performed by factory-trained technicians.)
- **What is not included?**
Many warranties don't cover labor, which can be one of the most costly aspects of warranty-related window repair or replacement. (Hint: Once again, be sure to read all of the small print.)
- **Will there be an overwhelming amount of paperwork to complete after your windows are installed?**
(Hint: With Milgard, you simply buy our windows and you're covered for as long as you own and reside in your home. It doesn't get any easier than that.)
- **Are there any hidden costs?**
(Hint: Find out if costs such as labor and shipping are included. Milgard doesn't charge for parts, shipping or labor to fulfill warranty work.)
- **Anyone can offer a Lifetime Warranty, but can you trust that the window manufacturing company will be in business when you need to make a claim?**
(Hint: Milgard has been in business for almost five decades.)
- **How long is the warranty itself?**
(Hint: If it's more than a couple of pages, make sure you completely understand what's covered and what's not.)



What's the difference between a Full and a Limited Warranty?

The simplest differentiation is that a Full Warranty meets the federal minimum standards for written warranties on consumer products, and a Limited Warranty does not.

As you read window warranties, think about the following questions.

1. Is the warranty free of any limitations on the duration of implied warranties? Yes No Milgard
2. Is the warranty service free of charge, including such costs as returning the product or removing or reinstalling the product when necessary? Yes No Milgard
3. Does the warranty provide your choice of either a replacement or full refund if, after a reasonable number of tries, the product is unable to be repaired? Yes No Milgard
4. Are you free from the responsibility of performing any duty as a precondition for receiving service (such as returning a warranty registration card), with the exception of requesting the needed service? Yes No Milgard

If you've answered "No" to any of the above four questions, it is not a Full Warranty. It is a Limited Warranty.

The word "Lifetime" does not mean "Full."

Be careful. If a warranty doesn't explicitly say "Full," it's not a Full Lifetime Warranty. A warranty that uses the word "Lifetime" may not meet all of the Federal minimum standards for designating the warranty as "Full" and so it must be designated as "limited".

Milgard offers a Full Lifetime Warranty.

Milgard's Full Lifetime Warranty includes all parts, all materials and all labor. We feel confident offering such an extensive and comprehensive warranty because we build our high-quality windows to look and work well year after year.

With Milgard, you can rest assured that we'll do everything we say we're going to do and more.

Owner-occupied multi-family homes are covered.

Unlike most of our competition, our warranty also covers owner-occupied multi-family homes.



Milgard factory-trained technicians service all warranty claims.

We trust only Milgard factory-trained technicians to service our warranties. No one knows our windows better than our certified technicians, giving you the assurance of quality workmanship from qualified people—with no hidden costs and no guesswork.

With other companies, you don't know who is doing the work, and in some cases the labor isn't even covered.

We're closer to give you faster service.

We sell our windows only in an area that's close to one of our many manufacturing facilities. Why? We believe strongly in honoring our service commitments to you in a timely manner. In fact, it takes on average just eight days from the time you call with a warranty claim until your window is repaired or replaced.

Think ahead. Ask about the ease of transferability.

Some warranties present obstacle after obstacle, making transferring a hassle. Others impose tight timelines and even fees.

Not Milgard. If you sell your home, Milgard will automatically extend full coverage under our warranty free of charge as a 10-year warranty (starting from the date the windows were originally purchased) to any number of successive new owners.

No paperwork. No headaches.

Some Milgard windows even cover glass breakage.

The warranty for Milgard Tuscan™ Series replacement windows and Milgard Ultra™ and Woodclad™ fiberglass windows and patio doors also covers glass breakage, including tempered glass.

"Recently, my son hit a baseball through my Tuscan™ window. I called Milgard right away, and I was amazed at how easy they made everything. Within a week, my window was fixed, and it didn't cost me a cent. Thanks Milgard."

— Dione Baker, homeowner