

WARRANTY

Lajeunesse warrants its products for defects in manufacturing or materials and will replace any part found to be defective under the following conditions:

Windows

20-year warranty on rigid PVC profiles against any finish defect that could cause blistering, chipping, cracking, corrosion or excessive discolouration of the window frame or sash components. Exposure to sunlight and common air pollutants can cause, for all PVC surfaces, gradual discolouration, chalking or an accumulation of stains or dirt on the surface; these are normal phenomena for which this warranty does not apply.

10-year warranty on aluminium profiles against any finish defect that could cause blistering, chipping, cracking, corrosion, or excessive discolouration. Exposure to sunlight and common air pollutants can cause, for all aluminium surfaces, gradual discolouration, accumulation of stains or dirt on the surface; these are normal phenomena for which this warranty does not apply.

Hardware and parts

10-year warranty on hardware parts against any breakage under normal conditions of use. This warranty does not apply to oxidation, discolouration, polishing or the finish of hardware. This warranty does not cover and expressly excludes defects related to corrosion if the hardware is used in a corrosive environment. *For the D'Autray Collection, the warranty has been extended to 20 years.*

5-year warranty on weatherstripping and flexible PVC parts (co-ex, for example) against tearing.

Insulated Glass Units

20-year warranty on insulated glass units against the formation of a film or a deposit of dust between the two panes that obstructs the view and is caused by a defective seal. In the presence of painted grilles the warranty is always 10 years. No warranty is given on the decorative glass windows.

Thermal Glass Breakage

1-year warranty against thermal glass breakage. The breakage will be characterized by a crack on the interior part of the insulated glass unit. There must be no point of impact on the glazing. When a self-adhesive film is installed on the insulated glass unit by the consumer, no warranty for

thermal breakage is applicable. *For the D'Autray Collection, the warranty has been extended to 10 years.*

Paint

10-year warranty on paint against any finish defects that may cause blistering, peeling, cracking, corrosion, or excessive discolouration. Exposure to sunlight and common air pollutants can cause, for all painted surfaces, gradual discolouration, accumulation of stains or dirt on the surface; these are normal phenomena for which this warranty does not apply.

Mullions

5-year warranty on the adherence of the mullions to the glass surface.

Labour

2-year warranty on labour following purchase. Lajeunesse will cover labour costs related to window repairs on site. In subsequent years, Lajeunesse will provide, free of charge, replacement parts only. The costs of labour, transport and all repair, installation and/or finishing work on site will then be excluded. *For the D'Autray Collection, the warranty has been extended to 5 years.*

Summary of warranty coverage

Description	St-Laurent Collection	D'Autray Collection
	1000 Serie	4000, H4000, 2000 and H2000 Series
PVC profiles	20 years	20 years
Aluminium profiles	10 years	10 years
Hardware	10 years	20 years
Weatherstripping and flexible PVC parts	5 years	5 years
Insulated glass units*	20 years	20 years
Thermal glass breakage	1 year	10 years
Paint	10 years	10 years
Adherence of the mullions	5 years	5 years
Labour	2 years	5 years

* In the presence of painted grilles the warranty is 10 years.

Conditions

1. Products must be installed according to the state of the art, square and true, while respecting the CSA installation standards in effect for this warranty to be valid. Minimum periodic maintenance must be performed (washing the profile extrusions, lubrication of the moving parts and weatherstripping).
2. Under the terms of the warranties listed above, any repaired or exchanged part will be under warranty for the remaining period of the initial warranty.
3. The start date of the warranty is defined by the date entered on our invoice which corresponds to the date of shipment of the products to our distributor.
4. If the place where the repairs must be performed is located farther than 50 km from the nearest Lajeunesse authorized distributor, travelling costs will be charged. A prior agreement must be made. The site must be accessible by road. We are not responsible for acquiring, installing, and dismantling any scaffolding.
5. Lajeunesse reserves the right to discontinue production of any model of product currently manufactured or to make changes to such models. If it is impossible to obtain a part identical to one that Lajeunesse considers must be replaced under this warranty, Lajeunesse may replace it with one or more parts of equivalent quality.
6. Lajeunesse cannot be held responsible or liable under any circumstances, during the installation or replacement of a product, for any loss of profit or income or any other direct, indirect, fortuitous, secondary, or accidental damage due to a defect in Lajeunesse products.
7. The Lajeunesse warranty applies to products that have been used strictly for the purposes for which they were intended.
8. The Lajeunesse warranty does not apply when the defect or breakage of a product or a component of a product is attributable to abusive use, negligent maintenance, defective installation or which would not strictly comply with Lajeunesse instructions, or excessive thermal or mechanical stress.
9. The Lajeunesse warranty does not extend or apply to:
 - Usual maintenance work.
 - Replacement of normal wear parts.
 - Any product that has been damaged following an accident, fire, flood or any natural disaster or unforeseeable circumstances.
 - The formation of frost or condensation on glass or vinyl parts.
 - Damage caused using harmful solvents to clean the windows or by the fact that the windows have been painted or coated with any material.
 - Products that persons other than representatives authorized by Lajeunesse have repaired or modified or attempted to repair or modify.
 - Screens.

Transferability

The aforementioned warranties are granted to the first owner-occupier. Warranties for a subsequent purchaser (transferability) cannot exceed 10 years from the original invoice date.

Claims

Any claims must be addressed to our distributor and must be accompanied by the original purchase invoice.

In any case in which the distributor has ceased its operations, a claim, precisely describing the defect, must be sent to Customer Service by email at services@fenetreslajeunesse.com.