



www.paragontemperedglass.com

800.258.5531

PO Box 1042

1830 Terminal Road

Niles, MI 49120

Phone: 269.684.5060

Fax: 269.684.1366

5406 County Road 424

Antwerp, OH 45813

Phone: 419.258.5531

Fax: 419.258.9411

## Limited Warranty for Tempered Glass

Paragon Tempered Glass, LLC provides to its valued customers flat and radius bent glass products to their specific requirements. Paragon does not offer warranties of performance nor do they warrant performance for their customer's use. How a customer handles and processes the glass product is solely the customer's responsibility.

Paragon warrants only to its immediate customers and to no other person that their glass products will, on the date of shipment, meet certain specifications and standards. The tempered safety glass sold by Paragon is warranted to have been manufactured as applicable to the following standards:

- For construction uses: ANSI Z-97.1 (2009), CPSC 16CRF-1201, and SGCC Composite
- For vehicular, DOT, and recreational uses: ANSI Z-26.1 (1996), FMVSS 205, CMVSS, & ECE R43

Paragon Tempered Glass, LLC DOES NOT WARRANT AGAINST GLASS BREAKAGE.

## Return Policy

Defects must be reported within 45 days of receipt.

Defects must also be reported prior to any further assembly or processing performed by the customer. The purchaser shall examine the product for any damage or defect and notify Paragon of the same. If the purchaser fails to notify within 45 days of delivery its claims shall be deemed waived. Damaged product and packaging materials must be retained for inspection and shall not be returned without prior consent. Copies of documentation regarding defective material consisting of packing lists, crate tags and original invoices must be provided to determine eligibility of proper credit. Material requested to be returned must be properly packaged and secured for possible rework or salvage.

Material must be dry and free of moisture. Paragon may option for an onsite inspection to expedite any claim. No returns will be accepted and no credit will be given without prior written authorization. No credit for returns will be given unless defects exceed the limits of applicable standards. In no event will Paragon be liable for the expense of installation or removal of a defective item or the replacement item, nor will Paragon be liable for any special, indirect, incidental, or consequential personal property or commercial damage, whatsoever. This limitation will apply even if Paragon has been advised of the possibility of such damage.

PARAGON TEMPERED GLASS, LLC DOES NOT WARRANT AGAINST GLASS BREAKAGE.

## Five Year Insulated Glass Limited Warranty

Paragon provides a five (5) year warranty from the original manufacturing date on all insulated glass units which extends only to the original purchaser. Paragon warrants against visual obstruction resulting directly from failure of the hermetic seal due to defective workmanship, materials, or by means other than glass breakage. A replacement unit of glass will be supplied for failed units under warranty without charge. This warranty is valid as long as said materials are used for their original intended purpose.

THE UNIT IS NOT WARRANTED AGAINST GLASS BREAKAGE.

### Exclusions

The following conditions will NOT be covered under the warranty:

1. Minor blemishes and scratches, color variations, bubbles or other imperfections naturally occurring in the glass that do not significantly impair the structure or vision through the glass.
2. Any defect that is caused by improper handling during storage, transportation, or installation including using abrasive materials to clean the outside glass surface.
3. Glass breakage for any cause or reason.
4. Subjection to environmental stresses resulting in glass surface temperature differentials, accidental impact, or by building settlement/movement.
5. Use of units in any on or off road motor vehicle applications.
6. Condensation on the external surfaces of the window and/or glass, which may occur as the natural result of humidity and interior/external temperature differentials.
7. Improper application, installation, alteration, modification, or use of the glass units, including the application of aftermarket films and non approved glazing materials.
8. Any and all costs incurred during removal or reinstallation of the defective insulated glass unit including associated shipping costs.
9. Any additional costs incurred relating to other activities necessary in finishing the reinstallation or damage to/loss of other property.