



# Desert King Windows

**LIFETIME WARRANTY**

Energy Efficient Windows & Doors For Your Home

# Desert King Windows' Lifetime Warranty

The following Desert King Windows' Lifetime Warranty is extended at no additional charge to the Desert King Windows Customer. Beyond the specific purchased manufacturer warranty, Desert King Windows extends the following coverages:

## ■ Manufacturer/Customer/Dealer/Installer Relationship

- Desert King Windows is a dealer/installer of windows and doors and NOT the manufacturer of products. Desert King Windows purchases products from various vetted window and door manufacturers and installs said products into the homes of our Customers.
- Desert King Windows will act as a liaison between Customer and manufacturer of purchased products whenever possible to ensure quality upkeep of warranties. Customer should be aware of the specific manufacturer warranty and its specific coverages of the products purchased.
- Customer needs to be aware that Desert King Windows has no authority over any manufacturer or their warranty and cannot be held responsible for a manufacturer warranty judgment or lack of coverage.

## ■ Craftsmanship

- Desert King Windows covers craftsmanship of units installed by a Desert King Windows Professional for as long as the Customer resides in the home.
- Windows and/or doors are guaranteed to be installed properly.
- Windows and/or doors supplied by Desert King Windows but not installed by a Desert King Windows Professional are excluded from this Warranty.
- Window leaks are not always the window itself. In the event of a leaking window, Desert King Windows will conduct a water test free of charge whenever a leak is suspected. If it is not the window, Desert King Windows will attempt to locate the leak (within reason) as a courtesy.

## ■ Installation

- Desert King Windows covers any issues that arise during the installation process caused by a Desert King Windows Professional.
- Exclusions include blinds, shutters (interior or exterior), or window dressings we are asked by the customer to remove, furniture we are asked by the customer to move, any circumstances beyond our control, and items a Desert King Windows Professional requests to be moved by the Customer.

## ■ Caulking/Sealants

- Caulking applied by a Desert King Windows Professional is covered under this Warranty PROVIDING that the Customer paints the caulking/sealants within 30 days of installation AND provides Desert King Windows with picture proof of painting within the same timeframe.
- If proof is not provided within the given timeframe; after 2 years of the installation date, customer will be subject to an hourly service fee to recaulk/reseal any units.

## ■ Labor

- Labor costs are covered by Desert King Windows in the event of improper installation methods or poor craftsmanship for as long as the customer resides in the home.
- Labor costs for manufacturer defects or damage caused that are outside of Desert King Windows' control are NOT covered by this Warranty. Many individual manufacturers cover labor costs of their own products. Please refer to the specific manufacturer warranty of the windows and/or doors that are being purchased from Desert King Windows.



## ■ **Paint Disclaimer**

- Desert King Windows does not paint nor cover painting costs in any way. Damage to interior surfaces (such as drywall, plaster, etc.) or exterior surfaces (such as stucco, block, wood, etc.) will be repaired and left “paint ready” for the Customer to paint or finish. This includes provided warranty work. Desert King Windows DOES NOT PAINT. Coatings and prefinished products purchased may have manufacturer warranties. Customer should refer to the specific manufacturer warranty for those coverages.

## ■ **Service Fee**

- All warranty and service work provided by Desert King Windows is subject to an hourly service fee. This rate varies and is always subject to change. Please refer to sales associate or service department for current service rates. Many manufacturers cover this fee through their warranty. Please refer to individual manufacturer warranties for more information.

## ■ **Normal Wear and Tear**

- Normal wear and tear (defined by individual manufacturers) are not covered by this Warranty and is subject to service fees.

## ■ **Transfer of Ownership**

- This Warranty is in effect as long as the purchasing Customer resides in the home. If home is sold within ten (10) years of installation date, this Warranty may be transferred to the next homeowner and will remain in effect for a period of 20 years from date of installation.
- Transfer of ownership must be provided by either party within 30 days of closing of the property, in writing or via email (CustomerCare@DesertKingWindows.com).

## ■ **Warranty Exclusions**

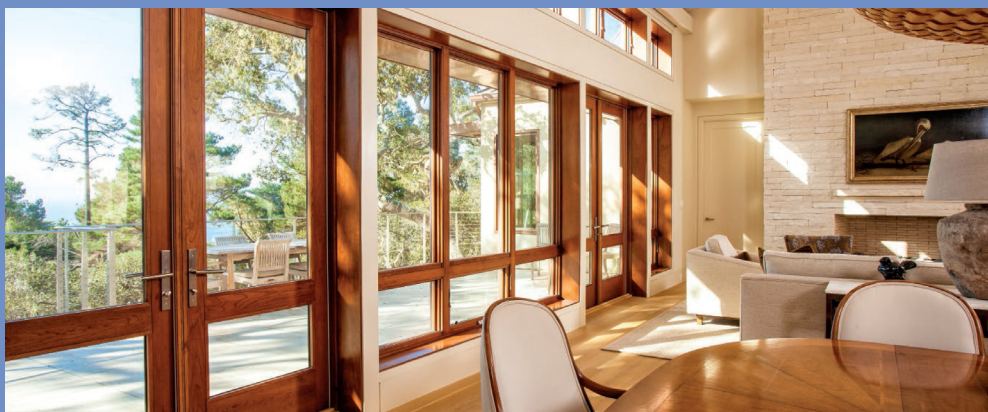
- Power washing voids ALL manufacturer warranties as well as Desert King Windows' Lifetime Warranty.
- The use of any chemical that is not water, dish soap, distilled vinegar, or ammonia and alcohol-free glass cleaner will void all manufacturer warranties as well as the Desert King Windows' Lifetime Warranty.
- Please refer to individual manufacturer warranties for any other exclusions that may not be listed in this Warranty.
- Windows and/or doors supplied by Desert King Windows but not installed by Desert King Windows' Professionals are excluded from this Warranty.
- Acts of God or any damage that is outside of Desert King Windows' control is excluded from this Warranty.
- Failure to pay any portion of agreed upon contracted price will render this Warranty “null and void”.
- Any modifications done to a window or door that is not done by a Desert King Windows Professional will not be covered under this warranty.

## ■ **Licensing/Insurance**

- Desert King Windows will keep current proper Contractor Licenses (AZ- ROC157938/NV Lic#0085200)
- All Desert King Windows' projects are fully insured as well as company vehicles and carries workers compensation for all employees.



# Desert King Windows



• **PHOENIX:** 602-603-KING (5464) • **TUCSON:** 520-792-1742

• **SOUTHERN NEVADA:** 725-777-KING (5464)

[www.DesertKingWindows.com](http://www.DesertKingWindows.com)

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