

COMPLETE GUIDE

LIMITED LIFETIME WARRANTY



VAILLANCOURT
DOORS AND WINDOWS

Vaillancourt Inc., manufacturer and distributor, with head office at 252 Industrial Boulevard, Saint-Germain-de-Grantham, Province of Quebec, Canada, J0C 1K0, warrants its products against defects in materials or workmanship under the conditions and exclusions specified below.

This warranty **took effect on December 1, 2025**, and applies to products sold and/or distributed on or after that date. Products sold and/or distributed before that date are covered by the warranty applicable on the date of sale of said products.

Transferability of the warranty

This warranty is transferable, provided that the owner of the product covered by this warranty complies with all the terms and conditions outlined in this warranty.

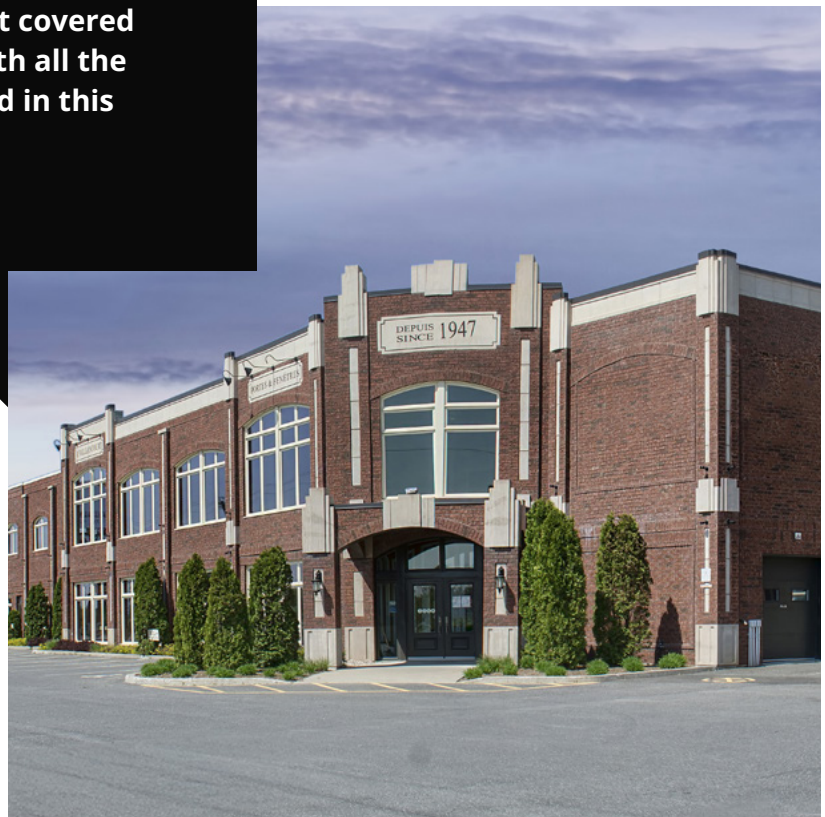
Vaillancourt Doors and Windows

252 Industriel Boulevard
Saint-Germain-de-Grantham QC
J0C 1K0

Telephone: 819-395-4484

Toll-free: 1-800-567-3826

Fax: 819-395-4208



LIMITED LIFETIME WARRANTY COVERAGE

Polyvinyl chloride (PVC) profiles, aluminum components of doors and windows

Vaillancourt Inc. **guarantees for life** the PVC profiles and/or aluminum components of its doors and windows **that it manufactures and/or that are branded Vaillancourt Inc.**, for their entire lifetime as specified in the table below, against rot, rust, cracking, deformation, and corrosion, all in accordance with the coverage proportions and percentage of liability between Vaillancourt Inc. and the owner/claimant as further described in the following table, subject to the conditions and exclusions mentioned below.

PVC profiles and/or aluminum components of doors and windows distributed and/or sold by Vaillancourt Inc., but **not manufactured by Vaillancourt Inc. or bearing the Vaillancourt Inc. brand name**, are not covered by this warranty. Please refer to the warranties offered by the manufacturers and/or distributors of said PVC profiles and/or aluminum components of said doors and windows, as of the date of your purchase.

Sealed window units

Vaillancourt Inc. **guarantees for life** the original, unreplaced sealed units of its windows in Vaillancourt Inc. brand products for their lifetime as specified in the table below for the formation of a film or dust deposit on the internal surfaces of the sealed glazing unit caused by a lack of seal tightness (and not by glass breakage) creating an obstruction visible to the naked eye **(the observer's eye must be placed one [1] meter from the window at a right angle)**, all in accordance with the coverage proportions and percentage of liability between Vaillancourt Inc. and the owner/claimant as further described in the following table, subject to the conditions and exclusions mentioned below.

Painting doors and windows

Vaillancourt Inc. **guarantees its paint for 10 years** on aluminum, PVC, and steel substrates against uneven discolouration (not exceeding five [5] delta units), provided that it is uniformly exposed to sunlight and the elements. Vaillancourt Inc. will provide the labour and quantity of paint necessary to perform the touch-up work, all in accordance with the coverage proportions and percentage of liability between Vaillancourt Inc. and the owner/claimant as further described in the table below, subject to the exclusions mentioned below.

Vaillancourt Inc. guarantees **anodized products for a period of five (5) years**, provided they are uniformly exposed to sunlight and the elements, subject to the conditions and exclusions specified below. Vaillancourt Inc. will cover labour costs for a period of one (1) year.

Table of coverage proportions and percentage of responsibility for painting doors and windows between Vaillancourt Inc. and the owner/claimant.

Years	Percentage of coverage for painting and labour by Vaillancourt Inc.	Percentage of responsibility of the owner/claimant
1 to 5 years	100%	0%
6 years	80%	20%
7 years	60%	40%
8 years	40%	60%
9 years	20%	80%
10 years	10%	90%
Subsequent years	0%	100%

Door and window hardware

Vaillancourt Inc. **guarantees for life** against any manufacturing defect the hardware of its windows, weatherstripping for casement, sliding and sash windows, and stainless steel ball hinges for their lifetime, all in accordance with the coverage proportions and percentage of liability between Vaillancourt Inc. and the owner/claimant as further described in the table below, **subject to the conditions and exclusions mentioned below.**

Door brushes, galvanized steel hinges, and weatherstripping (compression, magnetic, polyflex, and dust blocks) are guaranteed for **one (1) year**. This warranty excludes labour and replacement costs, all according to the conditions and exclusions specified below.

Sash bars

The adhesion of sash bars to glass is guaranteed for **five (5) years**, including, exceptionally, labour for the same period, subject to the conditions and exclusions specified below.

Door glass contour mouldings

Door contour mouldings are guaranteed for **one (1) year** against weld breakage and warping, subject to the conditions and exclusions specified below.

Spontaneous glass breakage

Screen doors are guaranteed for a period of **one (1) year** against any manufacturing defect, subject to the conditions and exclusions specified below.

Screen doors

The screen doors are guaranteed for a period of **one (1) year** against any manufacturing defect, subject to the conditions and exclusions specified below.

Table showing coverage proportions and percentage of responsibility for parts and/or repairs, excluding labour, between Vaillancourt Inc. and the owner/claimant.

Years	Percentage of coverage by Vaillancourt Inc.	Percentage of responsibility of the owner/claimant
0 to 20 years	100%	0%
20 years and over	25%	75%

DISTRIBUTION PRODUCT WARRANTY COVERAGE

Products not manufactured by Vaillancourt inc. or not of the Vaillancourt inc. brand

Steel doors, door handles, sliding doors, sealed units, and decorative glass incorporated into the door systems designated below that are distributed and/or sold by Vaillancourt Inc. but are not manufactured by Vaillancourt Inc. or branded Vaillancourt Inc. **are not covered by this warranty.**

Please refer to the warranties offered by the manufacturers and/or distributors in effect on the date of your purchase of the products excluded from this warranty.

The descriptions of these warranties are subject to change and do not constitute a commitment by Vaillancourt Inc. to honour any warranty whatsoever, nor should they be interpreted as a modification of the warranties offered by the manufacturers and/or distributors. Only the complete warranty document from the manufacturers and/or distributors is valid.

Vaillancourt Inc. nevertheless undertakes to assist and support purchasers of the products excluded from this warranty in their dealings with the manufacturers and/or distributors of said products for the purpose of enforcing the warranty offered by them.

WORKFORCE AND OTHER RELATED COSTS

During the first year following delivery, and subject to the exclusions specified below, Vaillancourt Inc. will provide, **free of charge, the workforce** necessary to repair or replace parts with any material or manufacturing defects in its products, during regular business hours.

From the second year onwards, transportation, inspection, evaluation, and repair costs are no longer covered.

Finally, if the intervention must take place more than 30 km from the head office of Vaillancourt Inc. or one of its retailers, additional travel expenses will be charged. These must be evaluated and approved by Vaillancourt Inc. before any intervention can occur.

CLAIMS PROCEDURE

To invoke this warranty, under penalty of nullity and/or inadmissibility of this warranty, the claimant must follow the procedure below:

- Report any non-compliance or damage in writing to the after-sales service department before installation and within forty-eight (48) hours of delivery of the products, failing which the warranty will be void and inapplicable in relation to the damage in question.
- Send a written claim to Vaillancourt Inc. within thirty (30) days of discovering the alleged defect, to allow Vaillancourt Inc. to verify the suspected defect.
- The written claim must include the customer's name and address, the date of installation of the goods sold, the date of discovery of the alleged defect, and a brief description of the alleged defect.
- The written claim must also be accompanied by digital photos and the purchase invoice and/or original order for the defective product.
- Provide access during regular business hours to representatives and/or agents of Vaillancourt Inc. to the product affected by the alleged defect, so that they can verify the suspected defect. No repairs shall be made to the product before Vaillancourt Inc. has been able to verify the suspected defect, except in cases of emergency or for compelling reasons.
- The owner/claimant must first have paid in full any amount owed to Vaillancourt Inc. and/or its retailer to claim this warranty.

- Upon receipt of a claim covered by this warranty, Vaillancourt Inc. will inform the claimant of the costs they will have to bear, if any, in accordance with the terms and conditions of this warranty. Vaillancourt Inc. is not obligated to fulfill its obligations under this warranty until it has received from the claimant the amount corresponding to the portion of the costs that the claimant must bear under this warranty.

CONDITIONS AND EXCLUSIONS

Door brushes, galvanized steel hinges, handle strikes, and weatherstripping (compression, magnetic, polyflex, and dust blocks) are warranted for **one (1) year** against manufacturing defects. This warranty does not include labour for replacement, except in exceptional cases.

Stains or dirt accumulation on painted surfaces of doors and windows caused by uneven exposure to sunlight and atmospheric pollutants, such as exposure to salt air, excessive humidity, corrosion, or oxidation due to the use of any form of solvent, are excluded from the application of this warranty, as these are unavoidable phenomena.

Noise produced by interior aluminum tiles in the sealed unit of a door or window, caused by vibration in the immediate environment or other factors such as door slamming, is not covered by the warranty.

Sealed units sold without an original purchase reference from Vaillancourt Inc. (not incorporated into a window or door manufactured and/or distributed by Vaillancourt Inc.) are not covered by this warranty.

The warranty on our hardware and metal parts does not cover discolouration of the finish, normal wear and tear, forced entry, corrosion, or oxidation resulting from the use of any solvent, exposure to salty air, or excessive humidity.

The seller's warranty does not extend to or apply to routine maintenance work, replacement of routine maintenance parts, including weatherstripping, nor to glass breakage or screen tearing caused by an impact point, nor to frost formation on aluminum or vinyl components or condensation on the glass, nor to discolouration or oxidation of metal parts, nor to breakage related to the installation or adjustment of door handles.

This warranty does not apply in the event of defects or damage resulting from improper installation, i.e., installation that was not carried out in accordance with CSA A440 standards in effect at the time of installation or with industry best practices.

Vaillancourt Inc. shall not be held liable or responsible for any damage that may have been caused to a building by a defective product, for any damage related to the loss of use of a faulty product (loss of income, loss of profit, disturbance[s], annoyance[s] and inconvenience[s], etc.) and any direct, indirect, incidental, consequential, or accidental damage, whether actual or foreseeable, present or future, attributable to any defective product and/or the removal and reinstallation of a faulty product in connection with the performance of this warranty.

Vaillancourt Inc. shall in no event be liable under this warranty for an amount greater than the original purchase price of the product.

Vaillancourt Inc. reserves the right to discontinue production or modify any model without notice or liability. When it is not possible to supply an identical part that Vaillancourt Inc. is required to replace under this warranty, Vaillancourt Inc. may substitute an equivalent or superior part.

Any product repaired or replaced under this warranty will be warranted for the remaining period of the original warranty of said product.

The parties acknowledge that this agreement is governed by the laws of the province of Quebec and that any matter relating thereto shall be submitted to the jurisdiction of the competent courts of the judicial district of Drummond, province of Quebec, Canada, to the exclusion of any other judicial district that may have jurisdiction over such a dispute under the provisions of the law.