



# FULL LIFETIME WARRANTY CERTIFICATE

## FOR AS LONG AS YOU OWN YOUR OWN HOME

Parts & Labor included on Q- WINDOWS product installed in Malaysia

Q- Windows (Malaysia) Sdn Bhd ("Q- Windows") guarantees to the original consumer purchaser ("Original Purchaser") of Q- windows or doors (hereafter referred to as "Products") installed in a single family home or a multi-family home unit ("Home") by the builder as new construction or by the Original Purchaser as replacements that Q- WINDOWS will repair or replace any such Q- WINDOWS Products that are defective in materials or workmanship and will pay the costs of all parts and labor. If repair is not commercially practical or cannot timely be made, then Q- WINDOWS will, at the Original Purchaser's option, either replace any defective Q- WINDOWS Products or refund the purchase price. Q- WINDOWS reserves the right to modify or discontinue any of its Products. For the repair or replacement of modified or discontinued Products, Q- WINDOWS will have the right to substitute current Products and components of equal quality and as similar in appearance as possible.

## PERSONS COVERED

This Warranty covers to the Original Purchaser of Q- WINDOWS Products. The Warranty starts on the date of purchase of the Home as new construction or the installation of Q- windows or doors in the Home as replacements ("Start Date") and remains effective if the Original Purchaser owns the Home.

## EXCLUSIONS FROM COVERAGE

This Warranty does not cover damage or defects relating to misuse, abuse, the use of applied tints or films, alterations including but not limited to customer-applied finishes, normal wear and tear, broken glass, natural weathering of exterior finishes, acts of nature (e.g. fire, hurricane, etc.), building settling, structural failures of walls or foundations, or failure to properly care for and maintain the Q- WINDOWS Products in according the maintenance guide ([download at http://q-windows.com.my/assets/files/Q-Windows-Product-Maintenance-Instruction.pdf](http://q-windows.com.my/assets/files/Q-Windows-Product-Maintenance-Instruction.pdf)). Maintenance related to hardware components has to be carry out one's a year by Q- Windows authorizes companies or persons. Q- Windows provides on request one (1) free of charge maintenance service in the first year after installation was carried out. Further services are chargeable based on a lump sum service fee and traveled distances.

Normal wear, including discoloration or peeling off exterior painted surfaces or on hardware component finishes is not a defect and is not covered by this Warranty. Loss of functionality of hardware in highly corrosive environments, which includes any home located within two kilometers of saltwater is not covered.



#### **LIMITATIONS ON MEDICATIONS**

In no event will Q- WINDOWS be liable for incidental or consequential damages (other than labor to repair or replace products or hardware under this Warranty), whether based on breach of express or implied warranty, breach of contract, negligence, strict liability or any other legal theory.

#### **CONTACT US**

To obtain service under this Warranty register your certificate latest two weeks after you received your final invoice by accessing Q- WINDOWS's website at <http://q-windows.com.my/pages/warranty>.

Please keep this certificate for your files.

**Invoice Date:**

**Sales Order Number:**

**Client:**

**Company Stamp:**

**Signature:**