

10 Year Transferable Limited Warranty

1. About this Warranty

- a. **Scope:** This Warranty is offered for product purchases for installation in Canada and the USA and applies to VETTA's high-performance, custom European-made windows and doors (including slides, bi-folds, and entry/balcony doors) referred to as 'Product'. Measurements, unless noted otherwise, are in metric. This Warranty is for replacement parts, including shipping. It does not include labour costs; however, a limited number of labour support hours are offered based on conditions set out in Section 5.
- b. **Free of Defect:** VETTA proudly stands behind the unmatched craftsmanship, quality, and performance of our products. VETTA warrants, under the conditions of your order confirmation and compliance with the Owner's Manual instruction for design & planning considerations, installation, normal use, and maintenance, VETTA products will be free of manufacturing defect in material and workmanship and free of delivery defect of damage, missing or not-as-ordered product, for the periods indicated.
- c. **Transferability:** This Warranty is offered to the original purchaser, where the remaining balance of coverage can be transferred to subsequent owners, offering excellent value in the event you sell your home. To register a transfer, the subsequent owner simply notifies VETTA with proof of property purchase at clientcare@vettawindows.com.

2. Your Responsibility

- a. **Order Confirmation:** Your responsibility, at the time of order confirmation is to verify each product, placement, measurement and other product specifications including applicable building code requirements, third-party certification, or other compliance requirements. Certain geographical conditions, as noted in Section 4 of this Warranty, require specialized treatment to the product to maintain a valid Warranty.
- b. **Owner's Manual:** Compliance with the Owner's Manual instructions is required to maintain a valid Warranty. Please ensure you and your build design/construction and installation and maintenance service providers carefully review the Owner's Manual available at www.vettawindows.com/support. To support you and depending on regional availability, VETTA offers fee-based product installation training for your service providers as well as maintenance tune up services.
- c. **Acknowledgment:** Please read this entire Warranty to ensure that you fully understand all terms and conditions. By installing your product, you acknowledge this Warranty is part of the sale terms.

3. General Conditions

- a. **Commencement:** This Warranty begins on date of purchase or the Factory Load Date, whichever comes first.
- b. **Sign off at Delivery:** As per the Bill of Lading (BOL) Act, if you discover visible/obvious defect(s) at delivery, it is your legal responsibility to handwrite the defect on the BOL, before you sign it, otherwise, such defect is deemed accepted by you or happened after delivery and is not a basis for a claim.
- c. **Notification:** Claims must be submitted at vettawindows.com/support or clientcare@vettawindows.com, no later than 7 days after a defect first appears. Information required includes the owner's name and contact details, address where product resides, order code, window/door position number, description of issue as it relates to a Warranty component listed in Section 4 of this Warranty, and photo/video evidence to support the claim.

d. **General Exclusion:** The Warranty is offered only if product is purchased directly from VETTA and payment on the account is paid in full. Additionally, no Warranty is offered for:

- Product relocated from the location stated in the order confirmation.
- Clearance product.
- Specialty product, excluded from warranty at time of purchase, such as a lift & slide, supplied broken down and over 280 cm tall when assembled/installed.
- Any defect outside the warranty period.
- Damage or malfunction caused by actions or conditions not in VETTA's control, including but not limited to:

Installation: Faulty or improper installation such that the product is unable to perform as intended, commonly caused by it not being installed plumb, level and square to 1/16", insufficient or uneven framing, insufficient rough opening insulation or sealing, insufficient blocking spacing, affixing, or support, uneven or insufficient door threshold height, uneven flooring, failure to install a product in accordance with this window/door schedule or other poor construction that impact VETTA product.

Humidity: Failure to maintain humidity within 30% - 65% during storage, installation or during ongoing operation or where there is excessive moisture and/or condensation such as from hot tubs, pools, greenhouses, or insufficiently vented bathrooms, cooking or laundry appliances. Such actions can cause discolouration, wood swelling or damage to coatings, gaskets, IGU seal or hardware.

Heat Source: Installation within 1.5m to a heat source (e.g. radiator, air conditioner, fireplace, stove).

Storage & Handling: Improper handling, storage, or post delivery transportation.

Cleaning & Construction Practices: Use of abrasive tools, air hoses or pressure washers; running electrical cords or cables through open windows/doors; presence of paint overspray, drywall mud/dust, stucco, concrete, spray foam, or adhesive tape residue, failure to remove dust & debris from thresholds and operable parts; use of caustic chemicals. Such actions can cause damage to coatings, gaskets, glass, IGU seal or hardware.

Drainage: Blockage of a window's exterior moisture channel.

Building Issues: Building movement, vibration, poor building design, or deflection of the building's framing headers.

Repair: Use of replacement parts, paints, stains, wood fillers other than supplied or recommended by VETTA, failure to follow the Owner's manual's repair instructions, or lack of sufficient skill required for the type of repair.

Product Modification: *Breakage, holes, scratches, chips or other damage caused by product modification such as the application of a security system, window covering or aftermarket glass film.*

Maintenance and Care: Normal wear and tear; damage caused by misuse, accidents, vandalism, animals/insects, loss or theft; adverse weather and climate conditions such as fire, flood, earthquake, hail or severe storms; failure to perform the necessary maintenance as outlined in the Owner's Manual or failure to maintain Maintenance Records confirming compliance with these stated requirements.

4. Warranty Components & Coverage

This Warranty begins on the date of purchase or the Factory Load Date, whichever comes first.

<i>Component</i>	<i>Coverage</i>
a. Defect at Delivery All Models • 6 months, damaged • 6 months, missing • 6 months, order error	Includes defect of product at delivery resulting in missing product or order error as compared to the order confirmation, or damage. Excludes hidden defect or minor imperfection that doesn't affect product structural integrity or functionality or obscure vision.
b. Manufacturing Defect of the Frame ELITE, SUMMIT & OPTIMA models • 10 years, alu-clad wood frame • 5 years, non alu-clad wood frame • 2 years, all-aluminium window frame CAL models • 2 years	Includes manufacturing defect of a frame element or assembly resulting in twisted, bowed, crooked, or misaligned elements or assembly. Excludes imperfection that doesn't affect structural integrity or functionality such as a minor fibre twist in the middle layer of the wood, a diversification of wood ring thickness in an individual element of a subassembly or small shifts or gaps in connections of glazing bead wood trim fronts or other minor imperfection within manufacturing quality tolerances as defined in Endnote 1.
c. Manufacturing Defect of the Insulated Glazing Unit (IGU) ELITE, SUMMIT & OPTIMA models • 10 years, hermetic seal on annealed/tempered glass • 5 years, hermetic seal on laminated glass CAL models • 2 years, hermetic seal on laminated glass All models • 1 year, glass quality	Includes manufacturing defect of the IGU as follows • Hermetic seal failure (fogging). • Presence of a foreign body inside the IGU. • Scratches, chips, or blisters that exceed manufacturing quality tolerances as defined in Endnote 1. • For elevation over 700m above sea level, warranty coverage requires pre-order notification with special treatments noted in the order confirmation. Excludes imperfection that doesn't affect product structural integrity, functionality or obscure vision such as slight optical effect or physical behaviour, small displacement of spacer bar or other minor imperfection within manufacturing quality tolerances as defined in Endnote 1. Excludes damage/malfunction unrelated to product manufacture, such as • Condensation that can be wiped off the exterior or interior of the window, due to high humidity or dew and is not a hermetic seal failure. • Spontaneous breakage from nickel sulphide inclusion (NiS) inherent to the nature of fully tempered glass. • Thermal stress crack when IGU exposed to uneven temperatures (partly in shade/partly in direct sunlight), due to improper storage, curtain/blind partially drawn, heat trapped by heavy curtains or upholstery too close to glass, heat sources aimed directly at cold glass, or application of aftermarket glass film.

4. Warranty Components & Coverage *(continued)*

This Warranty begins on the date of purchase or the Factory Load Date, whichever comes first.

<i>Component</i>	<i>Coverage</i>
d. Manufacturing Defect of Alu Clad & Wood Coatings ELITE, SUMMIT & OPTIMA models • 10 years, exterior alu-clad coating • 2 years, exterior wood coating if not alu-clad • 10 years, interior wood, opaque paint coating • 5 years, interior wood, transparent stain coating CAL models • 2 years, all coatings	Includes manufacturing defect of coatings as follows • Coatings lacking surface coverage or uniform application. • For exterior wood that is not alu-clad, warranty coverage requires adequate overhang and recoating to protect from environmental exposure as per the Owner's Manual. • For exterior coating within 30 km of saltwater or over 700m elevation, warranty coverage requires pre-order notification with special finishes noted in the order confirmation. Excludes non-standard coatings if excluded from warranty at time of purchase, minor variation of color or gloss, small marks on multi-wedge connections or inserts, slight surface disturbance of scatter points or roughness of the cross-section front or notch, or other minor imperfection within manufacturing quality tolerances as defined in Endnote 1. Excludes damage/malfunction unrelated to product manufacture, such as • Appearance of wood pattern, natural wood colour or texture. • Natural weathering on surfaces. • Post-manufacturing use of silicone if not neutral cure. • Failure to remove protective wrap or stickers, immediately after installation.
e. Manufacturing Defect of Hardware & Accessories ELITE, SUMMIT & OPTIMA models • 5 years, hardware • 2 years, screen • 2 years, exterior sill • 2 years, electronics CAL models • 2 years, hardware and electronics	Includes, for hardware: Manufacturing defects which prevent a window or door from operating smoothly and sealing/locking as intended. Hardware includes handles, door hinges, locking cylinder components, gaskets, and the window/door espagnolette (multi-point mechanical assembly of rods, gears, drives, and cams/hooks). For hardware within 30 km from saltwater or over 700m elevation, warranty coverage requires pre-order notification with special finishes noted in the order confirmation. Includes, for accessories: Manufacturing defect of mesh screens, exterior sills or electronics. Note: Screens are not a guard and don't prevent falling through open windows or doors. Excludes damage/malfunction unrelated to product manufacture, such as • Naturally occurring tarnish to finishes • Post-manufacturing hardware coatings on hinges, handles and locking cylinder components • Damage caused by misuse, abuse, insects or animals. • Failure of proper product installation and maintenance such as lubrication, adjustment and keeping operable parts free of dust/debris.

5. Remedy for an Approved Warranty Defect

- a. This Warranty is for **replacement parts, including shipping**,
- b. This Warranty excludes labour costs other than the following:

For approved defect at delivery claims, within the first 6 months of the Factory Load Date, Technical Support Labour* is offered for remedies involving:

- An IGU (insulated glazing unit)
- A Window or Door Espagnolette (multi-point mechanical assembly of rods, gears, drives, and cams/hooks)
- Damage repair

For approved manufacturing defect claims, within the first 12 months of the Factory Load Date, Technical Support Labour* is offered for remedies involving:

- An IGU (insulated glazing unit)
- A Window or Door Espagnolette (multi-point mechanical assembly of rods, gears, drives, and cams/hooks)

***Technical Support Labour:** Limited to a set maximum of no-charge technician hours and travel expense within 200 km from a technician's base location. Additional labour or travel accommodation, if required is at the Owner's cost. A service credit, equal to the support labour no-charge set maximum, may be offered as an alternative, provided repairs are done by a qualified technician with sufficient experience with high-performance fenestration products and in accordance with the VETTA Owner's Manual installation and maintenance requirements.

- c. **Remedy Conditions:** A remedy under this Warranty is at the sole discretion of VETTA. If an identical replacement part is not available, VETTA reserves the right to use parts of comparable or greater quality. Any replaced units or parts will retain the remainder of the original Warranty. Warranty excludes the cost of labour to receive and unload replacement parts, remove and dispose of defective product and packaging or provision of scaffolding, lifts or specialised equipment. The remedies described in this Warranty shall be the Owner's exclusive remedy for any claim related to the product. No compensation is provided for loss of time, inconvenience, commercial loss, or special consequential or other damages. In no event shall the liability of VETTA exceed the price paid for the affected product.
- d. **For issues outside this Warranty**, VETTA can offer remedies at a reasonable cost and/or make introductions to independent service providers familiar with VETTA's high-performance products.

6. Important Legal Information

THIS WARRANTY, DATED AUGUST 04, 2026, SUPERSEDES ALL PREVIOUS WARRANTIES.

VETTA MAKES NO OTHER WARRANTIES FOR ITS PRODUCTS BEYOND THAT DESCRIBED IN THIS WARRANTY. ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY, QUALITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXCLUDED. VETTA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. IN NO EVENT IS VETTA LIABLE OR RESPONSIBLE FOR INDIRECT OR CONSEQUENTIAL DAMAGES, WHATSOEVER, WHICH ARE A RESULT OF PRODUCT FAILURE IN MATERIAL OR WORKMANSHIP.

Arbitration and Class Action Waiver / Arbitration Agreement)

You and VETTA have agreed to arbitrate any disputes arising out of or relating to the products and waive the right to have a court or jury decide disputes. You waive all rights to proceed as a member or representative of a class action, including class arbitration, regarding disputes arising out of or relating to your products. You may opt out of this Arbitration Agreement by providing us with notice no later than ninety (90) calendar days from the date you purchased or otherwise took ownership of your products. To opt out, you must send notice by email to VETTA at clientcare@vettawindows.com, with the subject line 'Arbitration Opt Out'. Opting out of the Arbitration Agreement will not affect the warranty coverage provided by any applicable limited Warranty pertaining to your products.

Endnote 1, Manufacturing Quality Tolerances

Manufacturing quality tolerances allow for minor imperfection, resulting from production processes, deemed acceptable and excluded from Warranty coverage. The information below clarifies the definition of 'minor' based on specific measurable limits.

a. Manufacturing Defect of the Frame

- Rectilinearity (structural straight lines, plumb, level and intersecting at precise right angles) or twist of the element where the deviation from a straight line is less than 1mm per 1 metre of element length.
- Difference between diagonal of sash and frame as measured in the notch which is 2mm or less for a diagonal length at or under 1m or is 3mm or less for a diagonal length over 1m.
- Breach, caused by tenoning in elements of frame jambs, in any surface of combining windows into sets, or in a single unit if it is less than 2mm deep in frame jambs on wall-adjacent surface.
- For wood with a transparent coating (stain), rectilinearity of wood fibre layout in the external layer, where the deviation from a straight line is less than 10 per 1m of element length (solid).
- 2 or less flat indentations with surface area over 4mm² on a single surface.

b. Manufacturing Defect of the Insulated Glazing Unit (IGU)

- Open/cracked or closed blisters at or under 2mm diameter where there is only 1 blister in an IGU at or under 1m², 2 or less blisters in an IGU between 1m² to 2m², or 4 or less blisters in an IGU over 2m².
- A single scratch at or under 15mm in length. For multiple smaller scratches, a combined scratch length at or under 40mm in an IGU at or under 1m², at or under 45mm in IGU between 1 and 2m² or at or under 50mm in an IGU over 2m².
- Chips or splinters at the edges where any single one is under 3mm
- Any imperfection not visible in natural light standing opposite of glass at 2m to a max angle of 30 degrees.

c. Manufacturing Defect of Coatings

- Aluminium Coatings: Surface defects not visible at 3m or more; inclusion smaller than 2mm diameter per 1m of profile length; scratches at or less than 0.1mm thickness per 15cm length; joint splits of less than 0.5mm
- Wood coatings: Small craters, blisters or inclusions in small scattered points;
- Silicone: Imperfection in application of neutral cure silicone such as minor unevenness, especially around sash & mullion corners, presence of thick silicone up to 10mm wide on the glass plane perimeter within the silicone application area.
- Colour change: Influenced by atmospheric factors and sunlight/UV radiation, common to all paints/stains in all industries for all applications. The intensity of change depends on the hue, gloss variation, binding agent, and use of protective filters and fungicides. Blue-grey colours shift towards green and whites towards yellow. This doesn't impact the durability of the coating or its adhesion to the product surface.