



VALO WINDOW AND DOOR LIMITED WARRANTY

This Limited Warranty applies to VALO Windows and Doors. STICKS Supply Company warrants VALO products (Core Collection: Energy Efficient Thermally Broken Aluminum Frame Windows and Doors) to be free from defects in materials and workmanship as they apply to tempered glass and finishes. This Limited Warranty is effective from the date of manufacture and is transferable to subsequent structure owners, subject to the conditions, exclusions, and limitations as noted below.

GLASS COMPONENTS

STICKS Supply Company warrants that, effective from the date of manufacture and under normal conditions, the factory-installed tempered glass on VALO Products will not sustain any manufacturing defects resulting in visible obstruction through the glass for twenty (20) years. All other glass and glass features that may be offered are provided with the same warranties, limitations, and exclusions both companies receive from their supplier; contact STICKS Supply for further details.

AMERICAN ARCHITECTURAL MANUFACTURERS (AAMA) 2604 POWER-COATED FINISHES

VALO's standard exterior aluminum cladding finish is warranted against manufacturing defects resulting in chalk, fade, and/or loss of adhesion, per the AAMA's Specification 2604, for up to ten (10) years.

STICKS warrants standard exterior aluminum cladding installed in coastal regions (within one (1) mile of a sea coast or other saltwater source) against manufacturing defects resulting in chalk, fade, and/or loss of adhesion for ten (10) years. These defects apply to the finish beyond what is considered typical for a coastal region, given the climate.



STICKS Supply Company

304-C Arcadia Drive, Greenville, South Carolina 29609



NON COVERAGE

Not covered by the Limited Warranty policy are situations resulting in:

- Damage at the construction site, or normal wear and tear of hardware and hardware finishes that can naturally occur.
- Products not installed in accordance with our installation instructions.
- Minor scratches and other slight defects which do not impair visibility or structural integrity.
- Refinishing, repairs, or similar activities involved when skilled labor installs or replaces products.
- Difficulties operating or product failures due to accident, extreme weather, misuse, improper or insufficient handling, storage, service, or maintenance.
- Terrorism, war, civil unrest, or Acts of God
- Other components of the products, including, but not limited to, non-glass, non-finish components, obsolete or discontinued parts, and/or thermal efficiency.
- Modifications or alterations to the Products not authorized by Valo will void the warranty.

WARRANTY CLAIM PROCEDURE

Please contact STICKS Supply if you have any questions regarding this Limited Warranty, or if you have a claim you would like to make. STICKS must be notified within sixty (60) days of noticing the defect. The notification should include proof of purchase, a description of the issue, and photographic evidence if applicable. STICKS reserves the right to conduct a site visit for inspection before any action is taken relating to modification and/or removal of the product. There may be a service charge fee if a non-warranty inspection on site is requested. In turn, STICKS will have sixty (60) days to respond to your claim with an explanation of what the company is willing to do relative to your claim. STICKS is committed to responding to your claim, but does not guarantee to fix the problems of every claim received. If you are dissatisfied with the response to the claim, please contact STICKS.



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REMEDIES

Valo's sole obligation under this limited warranty is to repair or replace, at its discretion, any defective Product or component. In the event that the Product or component is no longer available, Valo reserves the right to provide a comparable substitute.

EXCLUSIONS

This limited warranty does not cover incidental or consequential damages, including but not limited to, loss of use, loss of profits, or labor expenses associated with the removal or reinstallation of Products.

TRANSFERABILITY

This limited warranty is non-transferable and applies only to the original purchaser of Valo Products.

GOVERNING LAW

This limited warranty is governed by the laws of the jurisdiction where the Product was purchased.

Valo Windows is committed to providing high-quality products, and this limited warranty reflects our confidence in the durability and performance of our Thermally Broken Aluminum Windows and Doors.

CONTACT US

STICKS Supply Company

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VALO Windows and Doors

valowindows.com



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