

## **Warranty Details**

### **Terms and Conditions**

Subject to the conditions and limitations stated in this document, Custom® Building Products (CUSTOM) warrants to the original owner that the CUSTOM installation system will be free from manufacturing defects and will not break down or deteriorate under normal usage for the term listed in the warranty documents, based on the products selected for the project, when installed in accordance with CUSTOM's most recently published instructions, specifications and industry standards and guidelines for said installation. This warranty becomes effective upon validated substantial completion of the project. This warranty is not transferable.

### **Exclusive Remedy**

In installations correctly utilizing CUSTOM products listed in the warranty documents, CUSTOM will repair and/or replace, at its discretion, the affected area of the system. Such cost to CUSTOM shall not exceed the original square foot cost of the installation proven to be defective. CUSTOM is not responsible for shade or dye lots of the finish materials. Proof of product purchase is required with any claim.

### **Warranty Requirements**

CUSTOM installation requirements can be obtained by contacting CUSTOM Technical Services online or over the phone. A complete CUSTOM system of products must be used to qualify for this limited warranty. Surface preparation product selection is optional depending on the job requirements.

All installations over 5,000 square feet must receive pre-approval by contacting a CUSTOM Architectural Consultant. We offer pre-job inspections; call 800-272-8786 or fill out a request online. Multiple residence installations are considered as one installation.

### **Claims Procedures**

If you wish to make a claim under this limited warranty, you must notify CUSTOM immediately in writing at: Technical Services, Custom Building Products, 10400 Pioneer Blvd., Santa Fe Springs, CA 90670. Include any and all information related to an alleged defect of the installation. The claim must be submitted in a timely fashion, and evaluated by CUSTOM before any repair work is done. CUSTOM reserves the right to physically inspect any project with a claim pending prior to determining validity of the claim. Proof of purchase may be required. For any claim that is not valid, CUSTOM will be paid reasonable charges, including travel and labor, associated with investigation of such claim.

### **Commercial Warranties**

**We make the best products, so it's natural we'd support them with the best warranty programs.** Custom provides product and system warranties that guarantee your installation for up to a lifetime. We can also customize warranties to meet installation specifications.