

Bildau & Bussmann Warranty + Service Policy

Bildau & Bussmann GmbH (here "B&B") proudly warrants to the original purchaser of all our products as follows:

1. All wood and aluminum parts contained in B&B windows and doors will be free from structural defects in manufacturing & materials when used under normal conditions, for a period of ten (10) years from the date of manufacture, including aluminum and wood frame insect screens.
2. Insulated glass in the B&B product is warranted for five (5) years from the date of manufacture. The insulated glass units warranted shall be free from any material obstructions of vision resulting from manufacturing defects or as a result of premature failure of the glass or seal under normal conditions.
3. All hardware used in B&B products (other than exceptions noted elsewhere in this warranty) shall be free from manufacturing and material defects, when used under normal conditions for ten (10) years from the date of purchase. Hardware should be oiled at least once a year per maintenance guidelines.
4. Roll screens have a one (1) year limited warranty, when used under normal conditions, from date of purchase.
5. Factory applied Sikkens stain or painted finishes are covered by a Limited Warranty to the original purchaser against defects, under normal conditions, for at least three (3) years (stain) and five (5) years (painted) from the date of manufacture. The warranty applies to premature cracking, peeling, blistering, or loss of adhesion under normal atmospheric conditions provided manufacturer's maintenance recommendations are followed.
6. The purchaser shall be responsible for care of raw woodwork against moisture and excessive dryness. All unfinished wooden surfaces of B&B products must be thoroughly sealed, painted or varnished within 60 days of factory shipment. Failure to seal, paint, or varnish within these time periods shall void these warranties. B&B does not warrant any finish coats not applied by our factory.

Conditions and Exclusions to Warranty

Bildau & Bussmann manufactures its windows and doors to be of high quality and long lasting durability. However there are certain conditions or applications over which B&B has no control. Problems or defects as a result of such conditions or applications are not the responsibility of B&B. Such conditions and/or applications include, but are not limited to:

- Structures lacking proper moisture drainage management.
- Improper installation, storage or unloading from delivery container, field finishing, product alteration or faulty maintenance.
- Corrosion, wear, or failure of standard hardware in seacoast applications. (Please contact Bildau & Bussmann GmbH for corrosion resistant hardware options)
- Normal wear or discoloration of finishes, including the tarnishing of brass.
- Variations in color and grain of natural wood parts.
- Environmental conditions or use that exceed design standards.
- Stress or strain due to building movement or settlement
- Minor looseness or imperfections in screen fabric
- After market films applied to the surface of the glass causing glass failure.
- Minor glass imperfections that do not affect normal vision or product performance, including curvature of glass due to atmospheric conditions in units not ordered with Capillary Tubes.
- The effectiveness of the inert gas in insulated glass units ordered with Capillary Tubes.
- Glass damage due to abnormal stresses resulting from localized application of heat, excessive vibration, movement of building or foundations, or lack of adequate provisions for expansion and contraction of framing members.
- Acts of nature, war, riot, terrorism or similar acts.

Warranty Claims and Servicing Procedure

Should the B&B product not perform as warranted and prove to be defective within the applicable warranty period stated above, B&B shall, at its discretion, either repair or replace the defective materials free of charge (excluding installation) or if the foregoing is deemed impractical, reimburse the original purchaser for the cost of the B&B product. To make a claim under this warranty, the Customer must provide complete documentation and photos of products or parts in question, including location, within the applicable warranty period. A price quote for repair or replacement by qualified local service personnel is also required. B&B reserves the right to inspect or designate a person to inspect any part that is claimed to be defective.

Any damage resulting from transport that is not reported to either the freight company or B&B within 48 hours is not eligible for compensation under warranty terms.

The foregoing warranty is the exclusive warranty made by Bildau & Busmann GmbH. It makes no other warranty, express or implied, including but not limited to any warranty of merchantability or fitness for a soecific purpose. Any implied warranty not effectively excluded hereby shall be limited in duration to the period of the applicable express warranty.

The exclusive remedy for any breach of the foregoing warranties is as set forth above. In no event will B & B and /or its employees be liable for incidental or consequential damages of any kind, whether for breach of any warranty, breach or repudiation of any other term or condition of the sale, negligence on the basis of strict liability, or for any other reason. IN NO EVENT SHALL THE AMOUNT DUE HEREUNDER BE IN EXCESS OF THE PURCHASE PRICE, WHETHER THE CLAIM IS FOR BREACH OF WARRANTY OR NEGLIGENCE, OR OTHERWISE. This exclusive remedy shall not be deemed to have failed so long as Bildau & Busmann is willing and able to repair or replace defective materials in the manner set forth above. Approved and scheduled warranty work due and/or in progress does not constitute grounds for withholding partial and/or final payments that are otherwise due under the terms of sale.