

Retractable Insect Screen Limited Warranty

One (1) year limited warranty

Our name means quality

For over 100 years, Andersen® has specialized in manufacturing high-quality windows and doors. Our dedication to quality is reflected in our company's reputation for workmanship, product performance and customer satisfaction.

Our commitment to you

This Andersen Retractable Insect Screen Limited Warranty is our statement of confidence in our products and our desire to provide you with total satisfaction. In addition, we are committed to providing you with distinctive customer service. Repairs, maintenance tune-ups, and replacement parts are available at a reasonable cost for your Andersen® retractable insect screen—even after your limited warranty has expired.

Here's what we'll do

Even though Andersen products are of superior quality, they must be properly installed, used and maintained in order to obtain optimum performance. If your Andersen retractable insect screen does not meet our product specifications, an Andersen WindowCare® Specialist will bring it up to our quality standards for materials and workmanship.



Andersen Windows, Inc.

Retractable Insect Screen Limited Warranty

One (1) year limited warranty

All components of the Andersen® retractable insect screen offering are warranted to be free from defects in manufacturing, materials and workmanship for a period of one (1) year from the date of purchase from the retailer/dealer. In the event a component fails as a result of a defect in manufacturing, materials or workmanship within the limited warranty period, Andersen, at its option will: (1) provide replacement parts to the Andersen retailer/dealer you specify (2) provide a factory authorized repair to the defective component of your Andersen retractable insect screen product at no cost to you or (3) refund the original purchase price or the retailer's/dealer's price (whichever is less). Such replacement parts or repairs are warranted for the remainder of the original limited warranty period.

General conditions and exclusions

The limited warranty set forth in this document is the only express warranty (whether written or oral) applicable to the Andersen retractable insect screen product, and no one is authorized to modify or expand this written limited warranty. All warranty claims must be made during the applicable warranty period.

The Andersen retractable insect screen offering is designed exclusively for installation on Andersen patio doors. This limited warranty applies only to the Andersen retractable insect screen when properly installed.

ALL IMPLIED WARRANTIES INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE WILL EXPIRE WITH THE TERM OF THE ONE (1) YEAR LIMITED WARRANTY. ANDERSEN EXCLUDES AND WILL NOT PAY FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, AND ITS LIABILITY WILL IN ALL INSTANCES BE LIMITED TO REPAIR, REPLACEMENT OR REFUND OF THE ACTUAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitation of the duration of an implied warranty, so the above limitations and exclusions may not apply to you.

This limited warranty is only applicable in the USA. This limited warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

For specific warranty information outside the United States, contact your local distributor or write to

Andersen Corporation
International Division
100 Fourth Avenue North
Bayport, MN 55003-1096
USA

What is not covered by this warranty

Some things are not covered by this warranty, such as damage caused by

- Improper installation, use or maintenance
- Accidents
- Acts of God
- Finishing (painting or staining)
- Corrosion of metals
- Water leakage
- Pets
- High humidity or airborne pollutants, such as salt or acid rain
- Fading due to normal weathering

Additional items excluded from this limited warranty

- Minor scratches, blemishes, dents or other imperfections that do not impair structural integrity
- Color variations in metal finish or screen cloth
- Rips or tears of the screen cloth
- Labor to replace components
- Labor and other costs related to the removal and disposal of defective product
- Labor and materials to paint or stain any repaired or replaced product, component, trim or other carpentry work that may be required
- Service trips to provide instruction on product use
- Applicable taxes and freight



How to get help

For further information or to make a claim within this limited warranty period, please contact your Andersen retailer/dealer who supplied you with your Andersen product. If unavailable or unknown to you, you may contact us at:

Andersen Windows, Inc.
Customer Service Center
100 Fourth Avenue North
Bayport, MN 55003

You may also contact us using the service section of our web site at andersenwindows.com or reach us by phone at 1-888-888-7020.

You can help us serve you faster by collecting and including the following important information

- Identify this as an Andersen retractable insect screen
- Provide the date and place of purchase and the original purchase price if known
- Describe completely what the claimed defect is (photographs or sketches are helpful)
- Identify yourself and those persons who have already been contacted and state what attempts have been made to correct the problem
- Give the address where the defective product can be inspected
- Give a phone number where you can be reached

Andersen will investigate your claim and within sixty (60) days after notification take appropriate action. Andersen may charge an inspection fee for any on-site inspection that is required or that is requested by you. If it is determined that the product has a defect covered by this limited warranty, the inspection fee will not be charged.