



Questions? Contact Us

(800) 984-5846

[info@universalwindowsdirect.com](mailto:info@universalwindowsdirect.com)

## TRUE LIFETIME *Warranty*

Universal Windows Direct warrants its products for as long as the original purchaser owns the property on the following components:

- Pieces, parts and materials
- Glass systems and frames
- All locks and hardware
- All installation and labor

## TERMS AND CONDITIONS

We proudly back our products with an outstanding warranty service, even long after the completion of the home improvement project. **Warranties from Universal Windows Direct are 100% non pro-rated and 100% transferable to a subsequent homeowner for a period of 30 years.** Before contacting us about warranty replacement, please be prepared to provide a detailed explanation of the damaged product. Please note that the **True Lifetime Warranty** does not include defects resulting from abuse, misuse, neglect, vandalism or acts of nature. Universal Windows Direct reserves the right to update these terms and conditions at their discretion.

## PRODUCTS COVERED

Universal Windows Direct is continuously committed to ensuring longstanding warranty coverage on your new windows.

Should you find yourself experiencing defects with any of our products, please don't hesitate to reach out to us. Our committed team is ready to assist you to the best of our abilities.

We thank you for choosing Universal Windows Direct for your home improvement needs and look forward to doing future business with you.