

# Services and Warranties

## Services

### Sales Department

The Sales Department includes a team of on the road representatives and a team of courteous inhouse salespeople available during regular business hours. Our staff will be happy to give you advice and answer your questions.

### Delivery Service

Elite Windows and Doors Inc. has its own delivery service to guarantee the products are handled with care by competent staff. We have established a daily delivery route in cooperation with our customers to make sure products are received the same day, every week. If necessary, the delivery service can also handle special requests or rush deliveries.

### Customer Service

At Elite, the quality of our products is our main priority. To help you take full advantage of this, our Customer Service Department is ready to answer your questions and handle any problems you may have. Your satisfaction is our concern. That's why our Customer Service Department is made up of highly qualified personnel, capable of giving you all the technical support you need.

## Warranties

### The Elite Seal of Confidence

**Full one-year warranty** including parts and labor on all Elite products starting on the delivery date. If an inspection reveals a defective part under normal conditions installation and usage, the part will be replaced or repaired at no cost (at our discretion).

**Five-year warranty** on replacement parts, excluding related labor and shipping costs.

**Twenty-year warranty** on hardware and PVC extrusions, excluding related labor and shipping costs.

### Sealed Glass Warranty

**Ten-year warranty** on regular and Energy-efficient sealed glass (under normal installation and usage conditions) against the formation of dust deposits or film on the interior surfaces. In such an event, Elite undertakes to replace the glass with new sealed glass. The Elite warranty does not apply to broken glass.

