



Limited Warranty

Version 4 | Document date: September 15, 2026

Warrantor: Apex Windows, LLC ("Apex"). **Customer and service property:** As identified in the accepted estimate and job record. The Apex workmanship period begins on completion of the applicable service, not on the document date above.

1. Coverage Schedule

Product or service	Manufacturer product warranty	Apex workmanship
New windows - complete window/frame replacement: frames	Lifetime (manufacturer-defined)	1 year
New windows - complete window/frame replacement: glass	20 years	1 year
Standalone insulated glass unit (IGU) replacement	10 years	1 year
Shower glass	10 years	1 year
Sliding glass / patio doors	10 years	1 year
Other window and glass services, including mirrors and commercial glass work	As stated in the applicable product manufacturer warranty, if any	1 year

"Lifetime" is defined in the selected manufacturer's written warranty, provided before acceptance. Manufacturer coverage, start dates, components, exclusions, proration, transfers, remedies, and costs follow that warranty. The five exclusions below apply only to Apex workmanship.

The 20-year glass period applies to glass supplied as part of a complete new window/frame replacement. The 10-year IGU period applies to a separately purchased replacement insulated glass unit without replacement of the entire window/frame. Sliding glass/patio doors are in their own 10-year product category and do not inherit the new-window frame or glass periods. A replacement supplied under an existing manufacturer warranty remains subject to that warranty; it is not automatically treated as a new standalone IGU purchase.

2. Manufacturer Product Warranties

Apex will identify the selected manufacturer and product and provide the applicable written manufacturer warranty with the estimate package before acceptance and again at completion. Apex will supply products meeting the stated coverage schedule unless the Customer expressly approves a different product and warranty schedule in writing before ordering. Any discrepancy between the schedule and the selected manufacturer's warranty must be resolved and disclosed before acceptance; a general reference to manufacturer terms is not permission to substitute shorter coverage without approval.

Manufacturer warranties are provided by the product manufacturers, not by Apex. Hardware, locks, balances, rollers, handles, screens, coatings, finishes, and other components have the coverage stated in the selected manufacturer's warranty; they do not automatically receive the frame warranty. Residential, commercial, rental-property, or ownership restrictions, if any, must be disclosed in that product warranty before acceptance. A manufacturer's product start date and the treatment of replacement products are determined by its written warranty. Apex's one-year workmanship coverage still applies to all Apex window and glass services.

This version applies to new agreements that identify and include it. It does not retroactively replace, shorten, or eliminate coverage or other rights under a previously accepted agreement. A later website update does not change an existing customer contract or warranty without a valid, expressly agreed written modification.



3. Apex One-Year Limited Workmanship Warranty

Apex Windows, LLC ("Apex") warrants the workmanship of all window and glass services performed by Apex, including services performed by subcontractors on Apex's behalf, for one (1) year from completion of the applicable service. This applies to residential and commercial work. The completion date will be recorded in the job record or completion documentation; the start of coverage is not delayed until payment, registration, or claim submission.

Apex will correct covered defects caused by its workmanship at no charge for the covered corrective work, including the labor and installation materials reasonably necessary to correct that workmanship. Covered issues include air or water infiltration, operational problems, and defects in the original application of caulking or sealants when caused by improper Apex workmanship. Apex may repair, adjust, or replace affected work as reasonably necessary to correct the covered defect.

This coverage includes full-window installation, standalone IGU work, shower glass, sliding glass/patio doors, mirrors, commercial glass work, and other window or glass services performed by Apex or on its behalf. It covers Apex's workmanship, not unrelated conditions or a manufacturer-only product defect. Warranty corrective work does not restart the original one-year period, but Apex remains responsible for completing a timely covered correction. Separately purchased new services receive their own one-year workmanship period from completion of those services.

4. The Five Workmanship Exclusions

This workmanship warranty excludes only damage or failure caused by:

- **Normal wear and tear:** Ordinary deterioration from normal use that is not caused by defective workmanship.
- **Misuse or abuse:** Use of the product in a manner inconsistent with its intended purpose or the manufacturer's instructions.
- **Accidental damage:** Sudden impacts, drops, spills, crashes, or damage caused by natural disasters.
- **Neglect or poor maintenance:** Failure to perform appropriate maintenance consistent with the care instructions provided for the product.
- **Unauthorized repairs or alterations:** Damage or failure caused by repairs, alterations, or modifications performed by someone other than Apex or a vendor approved by Apex.

An exclusion applies only to the damage or failure caused by the excluded event or conduct. Unrelated work by another provider does not automatically void otherwise valid coverage. These exclusions do not excuse defective workmanship or damage caused by Apex or persons performing work on Apex's behalf. An unrelated building condition is not, by itself, proof of an Apex workmanship defect or a reason to deny a separate covered defect.

5. Caulking, Maintenance, and Condensation

Routine maintenance of caulking and sealants is the Customer's responsibility. Defects in Apex's original application of caulking or sealants are covered by the one-year workmanship warranty. Routine maintenance is not a substitute for correcting defective original workmanship.

Ordinary surface condensation caused by indoor humidity or temperature differences does not, by itself, establish an Apex workmanship or product defect. This statement does not exclude between-pane fogging, moisture, or film caused by a sealed-unit failure covered by the applicable manufacturer warranty, or a separate condition caused by covered Apex workmanship.



6. Claims, Inspection, and Remedies

Notify Apex promptly after discovering an issue: sales@apexwindowstx.com; (214) 263-3008 (call/text); or 6800 Weiskopf Ave, Suite 150, McKinney, TX 75070. Provide the Customer's name, service address, available job/invoice information, a description, when the issue was first observed, and available photos. Apex can identify the job if an invoice is unavailable. There is no automatic forfeiture for failing to report an Apex workmanship issue within 30 days of discovery. A defect arising during the one-year period may be reported promptly afterward when available information reasonably establishes that timing. Applicable legal filing deadlines and separate manufacturer claim requirements still apply.

Apex will review the records, arrange a reasonable inspection when needed, and explain its coverage determination and proposed correction. Please provide reasonable access and take reasonable steps to prevent additional damage. For a denial, Apex will identify the reason and supporting information. This process adds no workmanship exclusion or automatic forfeiture for an unrelated act.

Apex will help coordinate manufacturer product claims. The manufacturer's written warranty determines the product remedy and the costs it covers. A product defect alone is not an Apex workmanship defect, even if discovered during the first year. For a manufacturer-only claim, the Customer is responsible for removal, reinstallation, service-call, shipping, disposal, or other costs not covered by the manufacturer or separately promised in the accepted estimate. Apex will identify any Customer-paid costs in a written quote and obtain approval before chargeable work begins. No such charge applies to covered corrective work under Apex's one-year workmanship warranty.

Where both covered workmanship and a manufacturer defect contribute to an issue, Apex will not charge the Customer for the portion that corrects covered workmanship. Manufacturer coordination does not replace or postpone Apex's separate duty to perform its covered corrective work within a reasonable time.

7. Transfers

The remaining Apex workmanship warranty may be transferred one (1) time to the original owner's immediate transferee of the service property. The transferee must notify Apex in writing within thirty (30) days after the property transfer and pay a \$350 transfer fee. Notice must include the original owner's name and address, the transferee's name and address, and the service property address. Only the unexpired portion transfers; a transfer does not restart or extend the one-year period. This provision and fee apply only to the transfer of Apex's workmanship warranty, not to the original owner's claim coverage.

Manufacturer warranty transfers are governed solely by the applicable manufacturer's written warranty, including its own eligibility, notice, registration, and fee requirements. Payment of an Apex transfer fee neither transfers a manufacturer warranty nor extends or changes its coverage. A manufacturer transfer right does not depend on purchasing an Apex workmanship transfer.

8. Legal Rights and Coordinated Documents

This limited warranty gives you specific legal rights, and you may have other rights that vary by state. Nothing in this package disclaims implied warranties or limits nonwaivable rights. No payment, liability, release, indemnity, or other general provision reduces Apex's duty to correct covered workmanship at no charge. The one-year express period does not shorten other lawful claims or filing deadlines.

This Warranty is incorporated into Apex Windows, LLC's Sales Contract for Services, Version 5, and Terms and Conditions, Version 4, both dated September 15, 2026. It controls Apex's express workmanship coverage; the applicable manufacturer warranty controls that manufacturer's product obligations. The Contract controls other conflicts. A mutually approved written modification controls only the provision it identifies and only as permitted by law.

Texas law governs, subject to federal law and nonwaivable rights. Apex disputes follow Contract Section 17.0 and Terms Section 16; no mandatory arbitration applies without both parties' separate written agreement.