

([https://www.saint-gobain.com/en/350-](https://www.saint-gobain.com/en/350-years)  
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# WARRANTY PROGRAM

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9 Dec 2014

## New York Wire™ Introduces New Warranty Program

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(Grand Island, NY) – New York Wire, the leading brand of insect screening in hardware distributors and retail outlets, has introduced a new product warranty program. The new program offers 5 and 10-year limited warranties on select ready roll DIY screen products (7' and 25' rolls) to ensure that the screens are free from manufacturing defects.

The 5-year warranty is available for standard fiberglass screen ready rolls while the 10-year warranty is available on the specialty fiberglass and polyester screens (Pet Resistant, Clear Advantage, Extra Strength, Sun Guard and Small Insects) ready rolls. Each Ready Roll is labeled with a warranty sticker directing users to the New York Wire website for additional warranty information and claim form.

Claim forms are readily accessible from the New York Wire website and are easy to fill out and include directions on where to mail the required material to.

To get additional information on the New York Wire limited product warranty offered by Saint-Gobain ADFORS, visit [www.newyorkwire.com/warranty](http://www.newyorkwire.com/warranty) (<http://www.newyorkwire.com/warranty>).

About Saint-Gobain ADFORS

Saint-Gobain ADFORS is a division of the Saint-Gobain Group which specializes in the design, production and distribution of functional materials for the construction, industrial and consumer markets. The Group is organized into three business sectors: Construction Products, Building Materials Distribution, and Innovative Materials. Established in 64 countries, Saint-Gobain is the market leader in each of its core businesses. In 2013, it achieved more than \$52.1 billion in sales with over 190,000 employees.

# # #

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29 March, 2016



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New Brand Strategy (</us/news/new-brand-strategy>)

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## NEW YORK WIRE STANDARD FIBERGLASS READY ROLL INSECT SCREENS

### WARRANTY CLAIM FORM

*Please complete this form and send it to the address below along with the original receipt for the product and a sample of the defective area of the screen.*

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

STORE NAME: \_\_\_\_\_

UPC CODE: \_\_\_\_\_

#### READY ROLL SIZE (Circle One):

24"x84"    24"x25'    30"x84"    30"x25'

36"x84"    36"x25'    48"x84"    48"x25'

#### SCREEN TYPE (Circle One):

CHARCOAL FIBERGLASS

GRAY FIBERGLASS

*Send completed claims to:*

Saint-Gobain ADFORS America, Inc  
Attn: Customer Service - Warranty  
1795 Baseline Rd.  
Grand Island, NY 14072-2010



## **NEW YORK WIRE SPECIALTY FIBERGLASS AND POLYESTER READY ROLL INSECT SCREENS LIMITED WARRANTY**

### **WHAT AND WHO IS COVERED AND FOR HOW LONG**

Subject to the conditions and limitations stated in this Limited Warranty, Saint-Gobain ADFORS America (the "Company") warrants to the Consumer that its specialty New York Wire fiberglass (Clear Advantage, Small Insects, Sun Guard and Extra Strength) and polyester (Pet Resistant) ready roll insect screens (the "Product") will be free from manufacturing defects upon purchase. In order to be eligible for warranty coverage, the Consumer must report any claimed defects to the Company within thirty (30) days by following the process described below. Additionally, for a period of ten (10) years from the date of purchase, the product is warranted against abnormal deterioration when the Product is handled properly and installed according to the written instructions and for its intended purpose. The defective Product will be replaced without charge to the Consumer with a like Product in a quantity equal to the quantity of Product determined by the Company to be defective.

### **LIMITATIONS AND EXCLUSIONS**

This Limited Warranty DOES NOT cover damage to the Product due to normal wear and tear, normal weathering, abuse, misuse, negligence, improper installation, modification, severe weather, animal/insect damage, fading or any other cause not as a result of a manufacturing defect. THIS LIMITED WARRANTY DOES NOT COVER THE COST OF LABOR, FRAME, HARDWARE, APPLICABLE TAXES, SHIPPING, OR OTHER EXPENSES RELATED TO SUBMISSION OF A WARRANTY CLAIM, REMOVAL, RETURN, OR RE-INSTALLATION OF SCREEN. THIS LIMITED WARRANTY IS NOT TRANSFERABLE.

**THIS DOCUMENT CONSTITUTES THE EXCLUSIVE WARRANTIES AND REMEDIES PROVIDED BY THE COMPANY. THE WARRANTIES AND REMEDIES CONTAINED IN THIS DOCUMENT ARE EXPRESSLY IN LIEU OF ANY AND ALL OTHER OBLIGATIONS, GUARANTEES AND WARRANTIES, WHETHER WRITTEN, ORAL OR IMPLIED BY STATUTE OR AT LAW. STATE LAW WILL DETERMINE THE PERIOD OF TIME FOLLOWING THE SALE THAT A CONSUMER MAY SEEK A REMEDY UNDER THE IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE COMPANY'S OBLIGATIONS, RESPONSIBILITIES AND LIABILITY SHALL BE LIMITED TO REPLACING THE DEFECTIVE PRODUCT AS SET FORTH IN THIS LIMITED WARRANTY. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING ANY DAMAGE TO THE PROPERTY, THE BUILDING OR ITS CONTENTS, OR FOR INJURY TO ANY PERSONS, THAT MAY OCCUR AS A RESULT OF THE USE OF THE COMPANY'S PRODUCT OR AS A RESULT OF THE BREACH OF THIS WARRANTY. IF YOUR STATE DOES NOT ALLOW EXCLUSIONS OR LIMITATIONS OF SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. IN NO EVENT SHALL THE COMPANY'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THE PRODUCT OR THIS WARRANTY EXCEED THE ORIGINAL PURCHASE PRICE OF THE PRODUCT.**

### **WHAT THE CONSUMER MUST DO FOR WARRANTY COVERAGE**

To obtain performance under this Limited Warranty, the Consumer must notify the Company by mail of any claimed manufacturing defect within thirty (30) days, or abnormal deterioration within ten (10) years, as described below:

1. Complete the Claim Form below or visit [www.newyorkwire.com](http://www.newyorkwire.com) for printable version.
2. Attach original sales receipt for the Product.
3. Cut a sample of defective area of the Product and attach it to the Claim Form.
4. Send your claim package to the address below (we recommend sending your claim by registered mail or some other service that will allow the package to be tracked):

Saint-Gobain ADFORS America, Inc  
Attn: Customer Service - Warranty  
1795 Baseline Rd.  
Grand Island, NY 14072-2010

Please note that the samples submitted with the Claim Form become the property of the Company and will not be returned.

For any questions regarding warranty eligibility please use the contact us form at [www.adfors.com/Contact](http://www.adfors.com/Contact)



## NEW YORK WIRE SPECIALTY FIBERGLASS AND POLYESTER READY ROLL INSECT SCREENS

### WARRANTY CLAIM FORM

*Please complete this form and send it to the address below along with the original receipt for the product and a sample of the defective area of the screen.*

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

STORE NAME: \_\_\_\_\_

UPC CODE: \_\_\_\_\_

#### READY ROLL SIZE (Circle One):

24"x84"      24"x25'      30"x84"      30"x25'

36"x84"      36"x25'      48"x84"      48"x25'

#### SCREEN TYPE (Circle One):

CLEAR ADVANTAGE

EXTRA STRENGTH

PET RESISTANT

SMALL INSECTS

SUN GUARD

*Send completed claims to:*

Saint-Gobain ADFORS America, Inc  
Attn: Customer Service - Warranty  
1795 Baseline Rd.  
Grand Island, NY 14072-2010



## **NEW YORK WIRE STANDARD FIBERGLASS READY ROLL INSECT SCREENS LIMITED WARRANTY**

### **WHAT AND WHO IS COVERED AND FOR HOW LONG**

Subject to the conditions and limitations stated in this Limited Warranty, Saint-Gobain ADFORS America (the "Company") warrants to the Consumer that its standard New York Wire fiberglass ready roll insect screen (the "Product") will be free from manufacturing defects upon purchase. In order to be eligible for warranty coverage, the Consumer must report any claimed defects to the Company within thirty (30) days by following the process described below. Additionally, for a period of five (5) years from the date of purchase, the product is warranted against abnormal deterioration when the Product is handled properly and installed according to the written instructions and for its intended purpose. In either case, the defective Product will be replaced without charge to the Consumer with a like Product in a quantity equal to the quantity of Product determined by the Company to be defective.

### **LIMITATIONS AND EXCLUSIONS**

This Limited Warranty DOES NOT cover damage to the Product due to normal wear and tear, normal weathering, abuse, misuse, negligence, improper installation, modification, severe weather, animal/insect damage, fading or any other cause not as a result of a manufacturing defect. THIS LIMITED WARRANTY DOES NOT COVER THE COST OF LABOR, FRAME, HARDWARE, APPLICABLE TAXES, SHIPPING, OR OTHER EXPENSES RELATED TO SUBMISSION OF A WARRANTY CLAIM, REMOVAL, RETURN, OR RE-INSTALLATION OF SCREEN. THIS LIMITED WARRANTY IS NOT TRANSFERABLE.

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1. Complete the Claim Form below or visit [www.newyorkwire.com](http://www.newyorkwire.com) for printable version.
2. Attach original sales receipt for the Product.
3. Cut a sample of defective area of the Product and attach it to the Claim Form.
4. Send your claim package to the address below (we recommend sending your claim by registered mail or some other service that will allow the package to be tracked):

Saint-Gobain ADFORS America, Inc  
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Grand Island, NY 14072-2010

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For any questions regarding warranty eligibility please use the contact us form at [www.adfors.com/Contact](http://www.adfors.com/Contact).



## NEW YORK WIRE STANDARD FIBERGLASS READY ROLL INSECT SCREENS

### WARRANTY CLAIM FORM

*Please complete this form and send it to the address below along with the original receipt for the product and a sample of the defective area of the screen.*

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP CODE:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_ **E-MAIL:** \_\_\_\_\_

**STORE NAME:** \_\_\_\_\_

**UPC CODE:** \_\_\_\_\_

#### READY ROLL SIZE (Circle One):

24"x84"    24"x25'    30"x84"    30"x25'

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#### SCREEN TYPE (Circle One):

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