

## Exterior Shutters, Mounting Blocks and Vents Limited Lifetime Warranty

**Arndt & Herman**  
BUILDING PRODUCTS®

The Arndt & Herman Building Products® Exterior Shutters Limited Lifetime Warranty is extended to original purchasers of Arndt & Herman Exterior Shutter Products. This warranty is for the benefit of the original single-family homeowner who purchased the product and is not transferable. Other variations of this warranty are available for multi-family and commercial applications.

We warrant that the Shutter Products, when properly installed, shall be free of manufacturing defects in workmanship and materials and further warrant the products will not split, chip, dent, rust or warp, under conditions of normal use and service when properly installed.

If the Shutter Products fail to perform as warranted, Arndt & Herman Building Products will provide, at its option, replacement parts or components to the dealer specified by the original purchaser at no cost. Arndt & Herman Building Products will not be responsible for installation or labor costs.

### General conditions and exclusions

The Arndt & Herman Building Products Warranty is not transferable, and is subject to these general conditions and exclusions:

There are certain conditions or applications over which Arndt & Herman Building Products has no control. The Arndt & Herman Building Products Exterior Shutters Warranty does not cover defects or problems as a result of such conditions or applications.

What is not covered:

- Damage caused by improper installation, use, applications or maintenance.
- Damage caused by environmental conditions or use that exceeds design standards.
- Damage caused by accidents, Acts of God, abuse, vandalism or any other external forces.
- Damage resulting from mishandling in transit if within customer's control.
- Normal weathering, chalking, fading, atmospheric pollutants or mildew buildup.
- Installation or labor costs.

The limited warranties set forth are the only warranties (whether written or oral) applicable to Arndt & Herman Exterior Shutters.

ARNDT & HERMAN BUILDING PRODUCTS MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED AND MAKES NO IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE REMEDIES STATED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDY AND ARNDT & HERMAN BUILDING PRODUCTS WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RELATING TO YOUR PURCHASE OR USE OF ARNDT & HERMAN BUILDING PRODUCTS. ARNDT & HERMAN BUILDING PRODUCTS LIABILITY SHALL IN ALL INSTANCES BE LIMITED TO REPAIR, REPLACEMENT OR REFUND OF YOUR ORIGINAL PURCHASE PRICE OF THE PRODUCT.

This warranty is only applicable in the United States and Canada. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you also may have other rights, which vary from state to state.

### How to get help if you have a warranty claim

To obtain help with a warranty claim, contact the dealer, distributor or building products supplier where the Arndt & Herman Exterior Shutters were purchased. If after thirty (30) days, you have received no response to your complaint, then write to: Arndt & Herman Building Products, P.O. Box 130, North Wilkesboro, NC 28659.

Please include the following in your letter:

- 1) Identify the Arndt & Herman Building Products model number, date and place of purchase, and purchase price (proof of purchase will be required).
- 2) Describe the problem (photographs or sketches are helpful).
- 3) Describe any action that you have taken or those persons contacted in attempt to correct the problem.
- 4) Give your name, phone number and address where the product can be inspected.

Once we have received your letter, Arndt & Herman Building Products will respond within sixty (60) days. Arndt & Herman Building Products may charge an inspection fee for any onsite inspection that is required or requested by you. If it is determined that the product has a problem that is covered by the Arndt & Herman Building Products Warranty, no inspection fee will be charged.



For more information,  
contact 1-866-204-3139 or visit  
[www.arndtandherman.com](http://www.arndtandherman.com)