



Quality Assurance, Execution & 5 Year Limited Warranty

Quality Assurance

WILLARD SHUTTER COMPANY, INC., herein referred to as Willard, is fully licensed and insured as a Manufacturer & General Contractor (State of Florida). Willard adheres to strict, industry standard policies and procedures for all products & services, in every phase of operation within the corporate structure. All products contracted for installation by Willard shall be installed by qualified personnel with a minimum of five (5) years of installation experience with like or similar products. Workmanship of installations, service, repairs, or warranty work performed, unless otherwise stated by expressed written agreement, is warranted for a period of one (1) year from date of delivery, client acceptance, or substantial completion of said work.

Execution

In the event Willard is awarded contract or sub-contract work to be performed or fulfilled on a construction site, owner property, or at other location under which said contract agreement and obligation is to be performed, Willard shall require and undertake inspection of all substrates and conditions under which said contracted work will be performed prior to commencement of work. Willard shall reserve the right not to proceed with contracted work until any unsatisfactory conditions have been fully resolved at no additional obligation to Willard. Fulfillment of contracted work shall comply with manufacturer's instructions except where more stringent requirements are shown or specified, and except where project conditions require extra precautions or provisions to ensure satisfactory performance of the work. Upon achieving substantial completion of the work, Willard will adjust all operable components to ensure that work is installed and functioning properly. Willard will replace any component that cannot be adjusted for proper operation.

Five (5) Year Warranty

Willard products are manufactured from the highest grade materials by skilled craftsmen to meet or exceed industry standards of workmanship and excellence, and are warranted against cracking, peeling, blistering, or delamination for a period of five (5) years from the date of purchase. Should any of these defects occur, Willard shall repair or replace the product at the sole discretion of Willard prorating the cost of use for the five (5) year span. This warranty does not cover damage caused by normal weathering, willful abuse, negligence or failure to provide normal maintenance and cleaning, acts of nature such as but not limited to fire, lightning, windstorms, hailstorms, or any causes beyond the control of Willard. Normal weathering and aging will preclude a perfect color match of replacement materials. Willard reserves the right to substitute a product that is of equal grade, quality or value. Willard shall not be liable for any consequential damages in breach of this warranty or other implied warranties. This warranty completely explains the responsibilities and commitments to the products Willard manufactures or installs. All claims must be made in writing with proper documentation of purchase within the expressed warranty period.