

Warranty with Dispute Resolution Q&A

DETAILS

Q01: WHICH PRODUCTS ARE COVERED UNDER THE NEW LIMITED WARRANTY AND DISPUTE RESOLUTION PROCESS?

A01: The new Limited Warranty and Dispute Resolution Process covers all Renewal by Andersen products installed on or after January 1, 2022.

Q02: HAS RENEWAL BY ANDERSEN'S LIMITED WARRANTY COVERAGE CHANGED?

A02: No changes have been made to the limited warranty coverage time frames. A few minor changes have been made to the "What is Covered" and "What is Not Covered" sections of the limited warranty. What is new is the addition of the Dispute Resolution Process.

Q03: WHAT IS THE DISPUTE RESOLUTION PROCESS?

A03: The Dispute Resolution Process outlines the procedure to follow if a customer is not satisfied with the resolution we have provided under the Limited Warranty or if the customer has a non-warranty claim he or she wants to assert against Renewal by Andersen. The Dispute Resolution process also contains a waiver of the ability to assert a class action lawsuit against Renewal by Andersen or to be a member of a class along with a waiver of the right to a jury trial.

Q04: WHAT IS A CLASS ACTION WAIVER?

A04: A class action waiver is a waiver of the ability to assert a class action lawsuit against Renewal by Andersen or be a member of a class action lawsuit. It is not a waiver of your rights to file a lawsuit against Renewal by Andersen as an individual.

Q05: WHAT IF I DON'T WANT TO WAIVE THE ABILITY TO FILE A CLASS ACTION LAWSUIT OR BE A MEMBER OF A CLASS?

A05: If you don't want to waive the ability to file a class action lawsuit at some point or to be a member of a class, you can opt-out of the Dispute Resolution Process by completing and submitting an Opt-Out Form within one year of the purchase of your products from a dealer or retailer. The Opt-Out only applies to the terms of the Dispute Resolution

Process. The steps for opting out are clearly spelled out in the Limited Warranty and Dispute Resolution Process document.

Q06: IF I WANT TO OPT OUT OF THE CLASS ACTION WAIVER, HOW DO I DO THAT?

A06: To opt out of the class action waiver, you must visit our website at www.renewalbyandersen.com/optout and complete and submit the opt-out form. If you choose to opt out, you must do so within one year of the installation of your products. By opting out, you are also opting out of the jury trial waiver and Dispute Resolution Process. Your Limited Warranty remains in place.

Q07: WHAT IS A JURY TRIAL WAIVER?

A07: A jury trial waiver is a waiver of your right to a jury trial. Instead, if you filed a lawsuit against Renewal by Andersen, your case would be tried in front of a judge.

Q08: IF I WANT TO OPT OUT OF THE JURY TRIAL WAIVER, HOW DO I DO THAT?

A08: To opt out of the jury trial waiver, you must visit our website at www.renewalbyandersen.com and complete and submit the opt-out form. If you choose to opt out, you must do within one year of the purchase of your products from a dealer or retailer. By opting out, you are also opting out of the class action waiver and Dispute Resolution Process. Your Limited Warranty remains in place.

Q09: I DON'T HAVE A COMPUTER/DON'T FEEL COMFORTABLE FILLING OUT THE OPT-OUT FORM ONLINE. CAN YOU MAIL AN OPT-OUT FORM TO ME?

A09: Yes. Please contact us at 800-441-1109, and we will mail a form to you. The form will have directions for mailing your completed opt-out form back to us.

Q10: UNDER THE DISPUTE RESOLUTION PROCESS, HOW WOULD I NOTIFY RENEWAL BY ANDERSEN THAT I HAVE A DISPUTE AGAINST THEM?

A11: If you are not satisfied with the remedy provided to you under the Renewal by Andersen Limited Warranty or if you have any other type of dispute against Andersen (e.g. an advertising, contract, or negligence claim), you would notify Renewal by Andersen of

your dispute by completing and submitting a Notice of Dispute form that can be found at www.renewalbyandersen.com/noticeofdispute.

If you don't have access to a computer or don't feel comfortable submitting the form online, please contact us at 800-441-1109 and we can mail a form to you.

Q11: WHAT HAPPENS AFTER I SUBMIT A NOTICE OF DISPUTE?

A12: After you submit a Notice of Dispute, Renewal by Andersen has 60 days from the date they receive your notice to respond to you in writing. In the response, Renewal by Andersen may make a written offer to you to resolve your dispute. Renewal by Andersen may also make later offers to you to resolve your dispute. If you are not satisfied with Renewal by Andersen's written response, you may continue to work directly with the company to resolve your dispute or you may decide to file a lawsuit at that time.