



Limited Warranty and Liability Information

CRL Automotive Window

C.R. Laurence Co., Inc (CRL) warrants to our immediate customer [Dealer] only, that the automotive windows will be free of material defects and defects in workmanship for a period of three (3) years from the date on invoice. During this warranty period, CRL will, at its sole discretion, replace any product found to be defective.

This warranty does not apply if, after inspection by CRL, it is determined that the Automotive Window has been installed or maintained improperly.

This warranty excludes product failure caused by normal weathering, chalking, scratching, fading, corrosive atmospheric contaminants (e.g. Chemical fumes, pollution), negligence, abuse, accident, shipping, improper use or installation, fire, flood, exposure to corrosive elements, or acts of God or other causes unrelated to defective materials or workmanship.

CRL's responsibility to provide a remedy under this warranty shall be limited in its sole discretion to either refund the purchase price or to provide a replacement Automotive Window. The refund or replacement shall constitute the limit of CRL's liability and obligation for any material defect or defect in workmanship in an Automotive Window.

This Warranty is exclusive, and in lieu of all other express or implied warranties, including, without limitation, any implied warranty of merchantability or fitness for a particular purpose. In no event shall CRL be liable under any legal theory (including but not limited to contract, negligence, strict liability in tort, or warranty of any kind) for any indirect, special, incidental, consequential, or exemplary damages (including but not limited to lost profits).

Eligibility and Claim Restrictions

- Warranty claims must be submitted by the original purchaser.
- Claims from third parties or secondary owners will not be accepted.
- Replacement parts are not sold directly to individuals.
- Diagnostic evaluations for replacement parts must originate from a valid warranty claim.
- CRL is not responsible for incorrect part orders.

Glass Coverage

CRL provides limited warranty coverage for glass components in accordance with its established quality standards. This coverage applies to visible defects in materials or workmanship and is valid for thirty (30) days from the date of delivery. Customers are responsible for inspecting all glass upon receipt and reporting any concerns within the inspection window. Glass breakage and damage resulting from handling, installation, or external factors are not covered under this warranty unless reported at the time of delivery.

Testing Standards and Limitations

Window performance must be evaluated using accepted industry-standard water intrusion testing methods. Only testing procedures that follow recognized industry practices will be accepted when assessing product performance under warranty. Testing methods that fall outside these practices may result in denial of warranty coverage.

Claims Process and Remedies

To initiate a warranty claim, customers must contact CRL by email within the applicable coverage period. The claim should include a clear description of the issue along with supporting documentation, such as photographs or other relevant materials that identify the defect. Upon receiving the claim, CRL will review the submitted information and may request additional details or schedule an inspection if necessary. Customers should allow a reasonable amount of time for CRL to evaluate the issue. If the claim is approved, CRL will, at its sole discretion, either replace the defective product or issue a credit up to the original purchase price. CRL reserves the right to determine the most appropriate resolution based on the nature of the defect and the circumstances of the claim.