



# Indow Snug-Fit Guarantee

The Indow Laser Measure System works with a series of six dimensions measured inside your window frame and our Measure by Indow Portal in order to determine and approve the shape of your opening for a near airtight seal.

Indow provides our Snug Fit Guarantee for measurements submitted via the web portal's instructions and meeting the conditions outlined below.

There are seven items that can cause fit issues, and clients are responsible for determining and reporting when these factors are present. Failure to communicate these issues will void the Snug Fit Guarantee. Please ensure the following issues do not apply within each window frame:

- Bowed frames - see instructions for details
- Buildup in corners, such as paint or other debris
- Obstructions in the window sill, such as old hardware or blinds
- Inconsistent surfaces at the time of measurement, such as textured material or uneven concrete such as grout or mortar joints
- Inadequate Frame Depth - Indow inserts require 5/8" of flat unobstructed space perpendicular to the window frame
- Inappropriate applications, such as Exterior/Fireplace/Door - Indow inserts are designed as secondary glazing to be used on the inside of the home or building and are unsupported for alternate applications unless express written consent from Indow is provided
- Transcription errors, omissions, or negligence such as duplicate entries for the same window opening when a second opening was intended

To qualify for the Snug Fit Guarantee you must also ensure you are using only Indow tools and instructions to take the measurements. The laser used for measurements must be supplied by Indow in the kit provided to you.

Should your Indow insert not fit under our Snug Fit Guarantee, we will ask that you complete our warranty claim process. If the fit issue may be solved with one of the pieces of hardware in our Frame Fit Kit, we will send this to you at no cost. If the hardware does not work or is not appropriate for your situation, we will replace your panel at no cost to you, subject to a limitation of \$2,500 per order. If you opt out of the hardware when it is a viable solution, we will provide a 50% discount on the remake panel.

If the cause for the mis-fit cannot be determined, Indow reserves the right to refund your purchase price for the Indow inserts in question as an alternative to replacement. Any claims made to Indow must be made within 30 days of the shipment delivery date to qualify for the Snug Fit Guarantee.

Effective for all order confirmations received as of 6/14/2016