

THE WINDOW SOURCE®

Where America Shops for Windows and Doors

Customer Service. Proficiency. Honesty.



The Window Source of Houston

14211 Hirschfield Rd

Tomball, TX 77377

Phone: (281) 547-6900

Email: info@windowsourcehouston.com

• <https://www.windowsourcehouston.com> •**Customer Information****Mohammad Keshta**4402 Sterling Wood Way
Houston TX 77059

(310) 892-1766 ()

cavelandholdings@gmail.com

Date: 10/27/2023

Rep: Brian Townsend

The following windows will be installed by Window Source Of Houston

Total number of windows in the home	43
Total number of windows being installed	43

Window Brand	MI 1620	Window Style	Specialty Shape - Single Hung
Color	Extruded Color	Quantity	4
Size	32 x 72	Location	Front 1st
Extruded Color	Almond / Beige		
Price			
\$5,480.00			
Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	2
Size	11 x 72	Location	Front entry
Extruded Color	Almond / Beige	Tempered Sash	Included
Price			
\$2,380.00			
Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	1
Size	65 x 18	Location	Front entry
Extruded Color	Almond / Beige	Tempered Sash	Included
Price			
\$1,230.00			
Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	1
Size	65 x 50	Location	Front entry
Extruded Color	Almond / Beige		
Price			
\$1,170.00			

Window Brand	MI 1620	Window Style	Specialty Shape
Color	Extruded Color	Quantity	1
Size	65 x 35	Location	Front Entry
Extruded Color	Almond / Beige		

Price
\$1,170.00

Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	1
Size	107 x 10	Location	Back
Extruded Color	Almond / Beige	Tempered Sash	Included

Price
\$1,330.00

Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	1
Size	58 x 80	Location	Back 1st
Extruded Color	Almond / Beige	Tempered Sash	Included

Price
\$1,910.00

Window Brand	MI 1620	Window Style	Specialty Shape
Color	Extruded Color	Quantity	2
Size	58 x 80	Location	Back 1st
Extruded Color	Almond / Beige		

Price
\$2,740.00

Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	1
Size	58 x 24	Location	Back 1st
Extruded Color	Almond / Beige		

Price
\$1,070.00

Window Brand	MI 1620 Series	Window Style	Single Hung
Color	Extruded Color	Quantity	3
Size	34 x 83	Location	Back 1st
Extruded Color	Almond / Beige	Oriel Sash	Included

Price
\$3,645.00

Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	1
Size	58 x 83	Location	Back 1st
Extruded Color	Almond / Beige	Tempered Sash	Included

Price
\$2,205.00

Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	1
Size	65 x 11	Location	Back 1st
Extruded Color	Almond / Beige	Tempered Sash	Included
Rain Glass	Included		

Price
\$1,280.00

Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	2
Size	48 x 11	Location	Back 1st and left 1st
Extruded Color	Almond / Beige	Tempered Sash	Included

Price
\$2,300.00

Window Brand	MI 1620	Window Style	Picture Window
Color	Extruded Color	Quantity	2
Size	48 x 48	Location	Back 1st and Left 1st
Extruded Color	Almond / Beige	Tempered Sash	Included

Price
\$2,780.00

Window Brand	MI 1620 Series	Window Style	Single Hung
Color	Extruded Color	Quantity	4
Size	34 x 58	Location	Front 2nd

Price
\$4,100.00

Window Brand	MI 1620	Window Style	Specialty Shape
Color	Extruded Color	Quantity	2
Size	36 x 30	Location	Front 2nd
Extruded Color	Almond / Beige		

Price
\$2,340.00

Window Brand	MI 1620	Window Style	2 Lite Slider
Color	Extruded Color	Quantity	1
Size	48 x 20	Location	Right 2nd
Orientation	XO	Extruded Color	Almond / Beige
Tempered Sash	Included		

Price
\$1,150.00

Window Brand	MI 1620 Series	Window Style	Single Hung
Color	Extruded Color	Quantity	2
Size	36 x 60	Location	Back 2nd
Extruded Color	Almond / Beige		

Price
\$2,140.00

Window Brand	MI 1620 Series	Window Style	Single Hung
Color	Extruded Color	Quantity	2
Size	36 x 72	Location	Left 2nd
Extruded Color	Almond / Beige	Oriel Sash	Included

Price
\$2,430.00

Window Brand	MI 1620 Series	Window Style	Single Hung
Color	Extruded Color	Quantity	1
Size	48 x 72	Location	Left 2nd
Extruded Color	Almond / Beige	Oriel Sash	Included

Price
\$1,215.00

Window Brand	MI 1620 Series	Window Style	Single Hung
Color	Extruded Color	Quantity	1
Size	48 x 60	Location	Left 2nd
Extruded Color	Almond / Beige		

Price
\$1,170.00

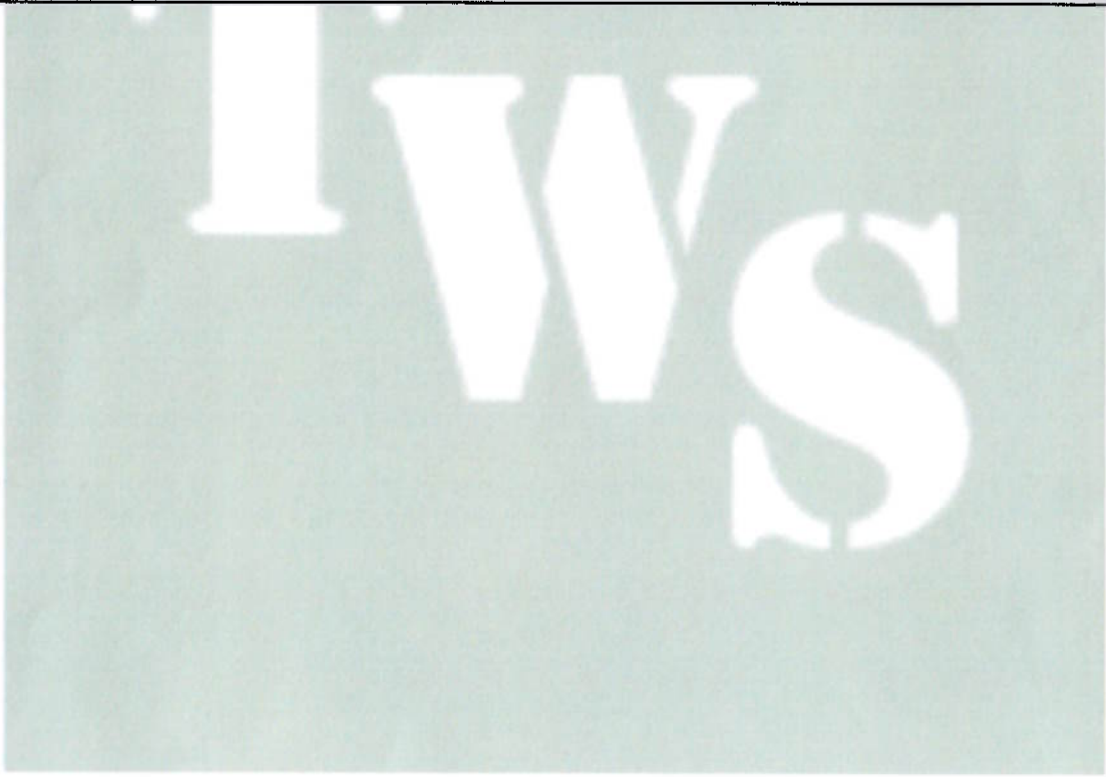
Window Brand	MI 1650 Series	Window Style	Double Hung
Color	Extruded Color	Quantity	6
Size	36 x 70	Location	Right 1st floor
Extruded Color	Almond / Beige	Oriel Sash	Included

Price
\$6,540.00

Window Brand	MI 1620	Window Style	Specialty Shape - Single Hung
Color	Extruded Color	Quantity	1
Size	34 x 60	Location	Front 2nd
Extruded Color	Almond / Beige		
Price			
\$1,270.00			

Construction/Misc

Remove or Reinstall Blinds	43
Price	\$1,290.00
Height Hazard Charge	14
Price	\$420.00
Ladder Lift / Scaffolding	1
Price	\$250.00
Sheetrock Cutback	43
Price	\$1,505.00



Customer Information

Mohammad Keshta
 4402 Sterling Wood Way
 Houston TX 77059

(310) 892-1766 ()
 cavelandholdings@gmail.com

Date: 10/27/2023
 Rep: Brian Townsend

Homeowner's Association NO

Amount Before Discounts	\$56,510.00
Cash Discount	\$1,695.30
Initial Visit Discount	\$5,651.00
Military / Senior Citizen Discount	\$2,825.50
Promotional Discount	\$2,825.50
Extra Discount	\$4,295.00
<u>Final Contract Amount</u>	<u>\$39,217.70</u>
Deposit	\$19,608.50
Deposit Form of Payment	Credit Card
Balance Due	\$19,609.20
Balance Form of Payment	Credit Card

Financing Details

FINANCING IS SUBJECT TO CREDIT APPROVAL

Additional Terms

The Company plans to provide labor and materials to complete the above work for the amount shown, AND IN ACCORDANCE WITH AND SUBJECT TO THE ADDITIONAL TERMS, CONDITIONS AND EXCLUSIONS ON THE OTHER SIDE OF THIS CONTRACT and PATIO DOOR ADDENDUM IF APPLICABLE, which are incorporated in full herein.

You, the buyer, may cancel this transaction at any time prior to midnight of the third business day after the date of this transaction. Notice of cancellation must be in writing and postmarked no later than midnight of the following third business day. If you cancel this contract within the three-day period, you are entitled to a full refund of your money. Refunds must be made within 30 days of the contractor's receipt of the cancellation notice.

Any balance over 10 days will be subject to a finance charge of 1 - 1.5% per month, which is an annual percentage rate of 18%.

Important Notice: You and your contractor are responsible for meeting the terms and conditions of this contract. If you sign this contract and you fail to meet the terms and conditions of this contract, you may lose your legal ownership rights in your home.

Mohammad Keshta



Mohammad Keshta

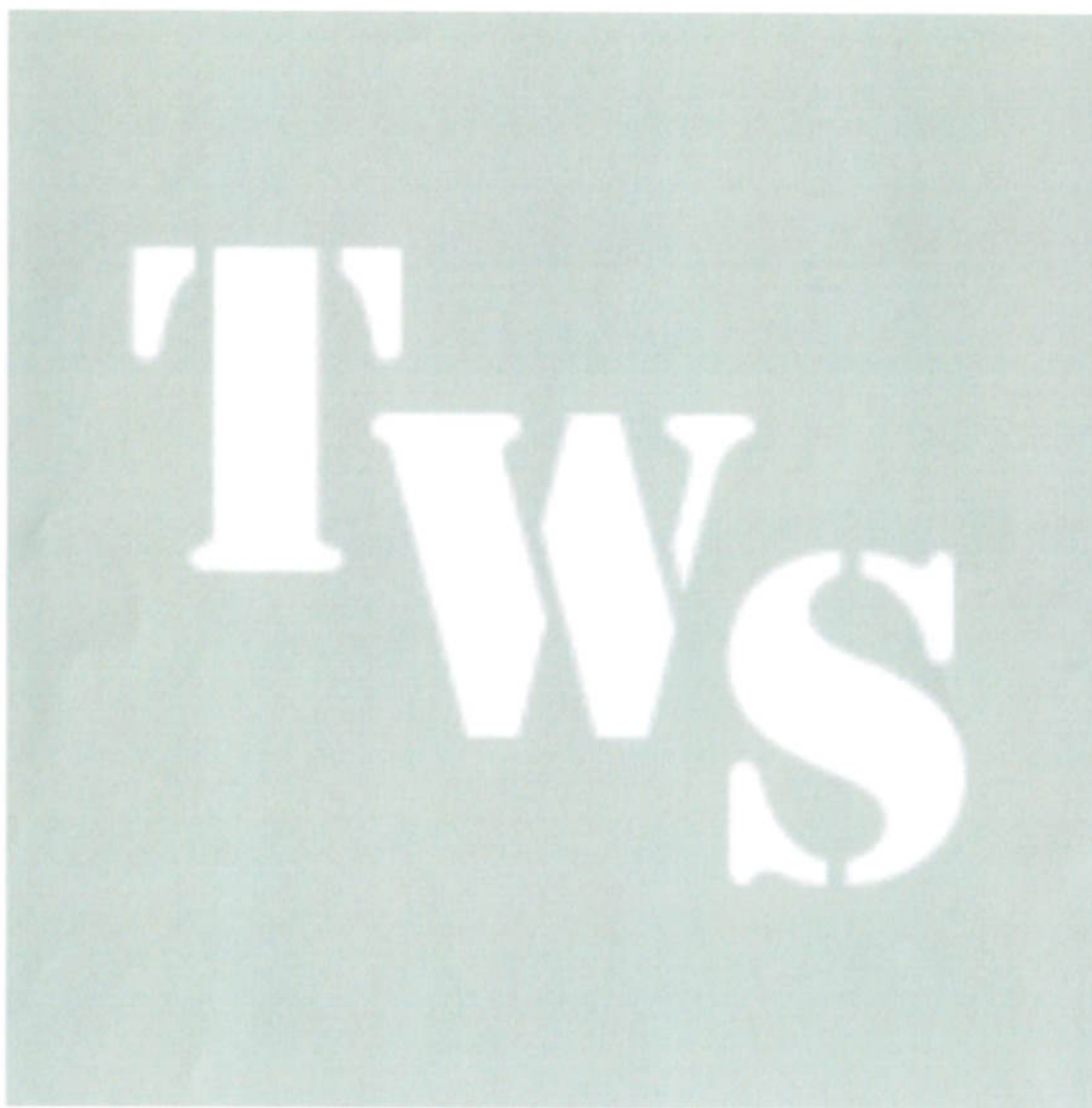
Brian Townsend

10/27/2023

10/27/2023

Date

Date



TERMS & CONDITIONS

Contract Modification: The products listed above are to be built to order for Customer. Therefore this contract can not be changed, canceled, modified, or discharged at all by Customer except in accordance with the cancellation provisions or by written consent by the Company.

Fulfillment of Order: The Company will fulfill this order unless it is unable to because of labor strikes, fires, inability to get material, or other conditions beyond the company's control. Subject to weather and all other conditions beyond the control of the Company, work to commence within approximately 60 days and to be completed within 120 days from the date of contract. If a window arrives mismeasured, broken or defective the Window Source will hold back 10% of remaining balance until the work is remedied unless the project is financed, in which case finance will be run 24hrs proceeding installation with first payment due based on terms of financing agreement.

Exclusions: The following items are specifically EXCLUDED from Scope of Work and are the responsibility of the customer unless otherwise included in this

Contract or Addendum thereto at an additional charge to customer:

- Structural alteration or repair of existing rough opening
- Removal and Replacement of window treatments and Hardware
- Moving or disconnection of electrical fixtures, appliances
- Painting of new and/or reinstalled casings, stops, moldings, or interior or exterior walls that may be damaged during the normal course of window replacement.
- Repair of pre-existing structural or cosmetic defects or deficiencies.
- Removal and Reinstallation of Shutters, Awnings, or Storm Doors
- Moving of furniture, household items
- Acquisition of Permits
- Markout and/or modification of underground, sprinkler systems, electrical circuits, gas barbeque feed lines, or cable TV or telephone service
- Alarms/security disconnection and/or reconnection of system whether functional or not.

Jurisdiction: Any suit, action or proceeding arising out of or relating to this Agreement shall only be instituted in Harris County, State of Texas where The

Window Source of Houston is located. Each party waives any objection which it may have now or hereafter to the laying of the venue of such action or proceeding and irrevocably submits to the jurisdiction of any such court in any such suit, action or proceeding.

Applicable Law: Customer agrees this Contract is subject to and interpreted in accordance with the laws of the state of Texas where The Window Source of Houston is located.

Liquidated Damages: If I end this contract without the Company's consent, and after the cancellation time limit allowed by law (3 business days) has ended, Company is entitled to 10% of the total contract price as Liquidated Damages. If the company begins work (partial performance), which includes the ordering of custom made materials, then I must pay a proportion of the contract price of any work performed plus 10% of the balance of the contract price.

Access to Job Location: I give permission to the Company (or their agents) to enter my property, and I agree to get permission for the Company (or their agents) to enter my neighboring properties in necessary, so the Company can begin and/or complete its work according to this contract. I understand and both of us agree that if the Company is prevented from entering my property or any neighboring property and cannot, therefore, complete its work, then the Company will have not further responsibility to me. I must then immediately pay the Company the proportion of the contract price due on the front of this contract. That proportion includes the cost of labor performed, materials and/or articles delivered plus loss of profits by the Company.

Pre-existing Conditions: Customer agrees Company is not liable for any pre-existing conditions. Customer understands and agrees that the new window frame may be deeper than the previous window frame and that there may be some loss of return area interior of the window to the wall. Customer understands and agrees that there may be some loss of glass area some increase in frame area with a replacement window installation.

Additional Work: The contract price includes only the items purchased. If I request any additional work, I will be charged in addition to the contract price. The Company must notify me of the additional charge(s) before beginning any additional work and I must sign a change order and pay in full before additional work and/or product are performed or provided by Company.

Product Warranty: The Company has shown me and told me I will receive the manufacturer's warranty specific to the product(s) the Company installed for me. I will receive this warranty after the job is completed and if there are no overdue payments. The Company has made no other warranties regarding the manufactured products.

Entire Agreement: Customer and Company agree to waive any and all representations regarding this contract that are not mentioned in it. We also agree that this contract is the entire agreement between us and supersedes all Conversations, Statements and Agreements, expressed or implied between the parties, their agents or representatives. This contract cannot be changed unless the changes are in writing and signed by both of us. Both of us also understand and agree that our rights and liabilities in this contract extend to our successors, executors, administrators and assigns, as if they were names on this contract.

Limit of Liability: We agree that the Company's liability to me cannot be greater than the contract price.

Check policy: For your convenience, when you pay by check, you expressly authorize Company, if your check is dishonored or returned for any reason, to electronically debit from your account the check amount and debit a dishonored check fee not to exceed the state maximum limit, plus any applicable sales tax. The use of a check for payment is your acknowledgment of this policy and its terms.

Workers Compensation: Worker's Compensation and Public Liability Insurance is carried by the Company and/or it's Authorized Sub-Contractor, and is applicable to the work to be performed under this contract. Attorney Fees and Costs. Customer is liable for any and all costs and reasonable attorneys fees incurred by Company arising from or related in any manner to this Contract.

Residential Construction Liability Act (RCLA) Notice: This contract is subject to Chapter 27 of the Texas Property Code. The provisions of that chapter may affect your right to recover damages arising from a construction defect. If you have a complaint concerning a construction defect and that defect has not been corrected as may be required by law or by contract, you must provide the notice required by Chapter 27 of the Texas Property Code to the contractor by certified mail, return receipt requested, not later than the 60th day before the date you file suit to recover damages in a court of law or initiate arbitration. The notice must refer to Chapter 27 of the Texas Property Code and must describe the construction defect. If requested by the contractor, you must provide the contractor an opportunity to inspect and cure the defect as provided by Section 27.004 of the Texas Property Code.

Customer agrees that Company is not responsible for the design or style of the products offered. Customer shall choose the design and style of the products at Customer's sole discretion. Once the products are ordered by Company, Customer shall have no rights to withhold payments if Customer is dissatisfied with the design or style of the products.

Mohammad Keshta

Mohammad Keshta

10/27/2023

Date



Brian Townsend

10/27/2023

Date





Dear Valued Window Source Customer,

Thank you for choosing The Window Source for your new window replacement project. Below is a list of what to expect during the ordering, scheduling and installation process of your new custom made replacement windows.

1.) **How long will it take?** It takes approximately 4 to 8 weeks for your custom made windows to be ordered, manufactured and shipped to the local warehouse. Specialty items like shaped windows, tempered glass and bows or bays may take longer. Upon arrival of your windows a local associate will contact you to schedule your installation. Our policy is to complete your installation before moving on to the next job. We will make every effort to schedule your installation as soon as possible but please be aware that weather or other conditions beyond our control could affect the timing of your installation.

2.) What do you need to do prior to the installation:

- a.) You will need to remove all curtains, shades, blinds, window air conditioning units etc. from existing windows that will be replaced.
- b.) We also ask that you remove any mirrors, pictures etc. on nearby walls or tables.
- c.) Move all furniture away from each window leaving approximately three feet off space around each window.
- d.) Secure any pets and children for their safety and for the safety of our installers.

3.) **Alarm Systems:** If you have any alarm system sensors on any of the windows or doors that are to be replaced it is your responsibility to inform your alarm company of the upcoming installation. Once the installation has been completed it is your responsibility to arrange for reconnecting of the alarm sensors.

4.) **Inside Installation:** If the windows are to be installed from the inside, the interior stop moldings will be removed and reused after the new windows are installed unless new interior stops were specifically ordered as per you contract specifications. Please note that the paint or other finishing may get chipped and may need to be touched up or repainted. Although we will take all precautions to remove the old stops without breaking in some cases they might break which will require a change order for new stops.

5.) **Outside Installation:** If the custom maintenance free exterior capping option has been ordered the installation will normally be done from the exterior. This will leave the interior stops undisturbed.

6.) **Unforeseen Circumstances:** If during the installation process a condition is found that would prohibit installing a window properly (i.e. termite, rot or other hidden damages), the installer will promptly notify the you as well as the local Window Source office of the condition. Any additional work that is required to properly complete the job will be discussed with you and billed on an agreed upon time and material basis.

7.) **Upon Completion of Installation:** Upon completion of the installation you will be asked to inspect the entire project with our installer. Please make sure that any corrections have been made before our installer leaves the job site. When the job is complete you will be asked to pay the remaining balance due on your contract.

8.) **Method of Payment:** Our installer will accept your completion payment in the form of a check, money order or VISA/ Master Card authorization. To insure the safety of our installer please do not pay your final payment in cash.

9.) **Referrals:** Our goal is to provide you with a great installation with energy efficient products and that you will refer us to your family, friends and neighbors. You will receive a \$50 referral reward for each homeowner you refer who make a purchase. Please ask your referral to mention your name when contacting our office.

Thank you for your business.

Mohammad Keshita



Mohammad Keshita

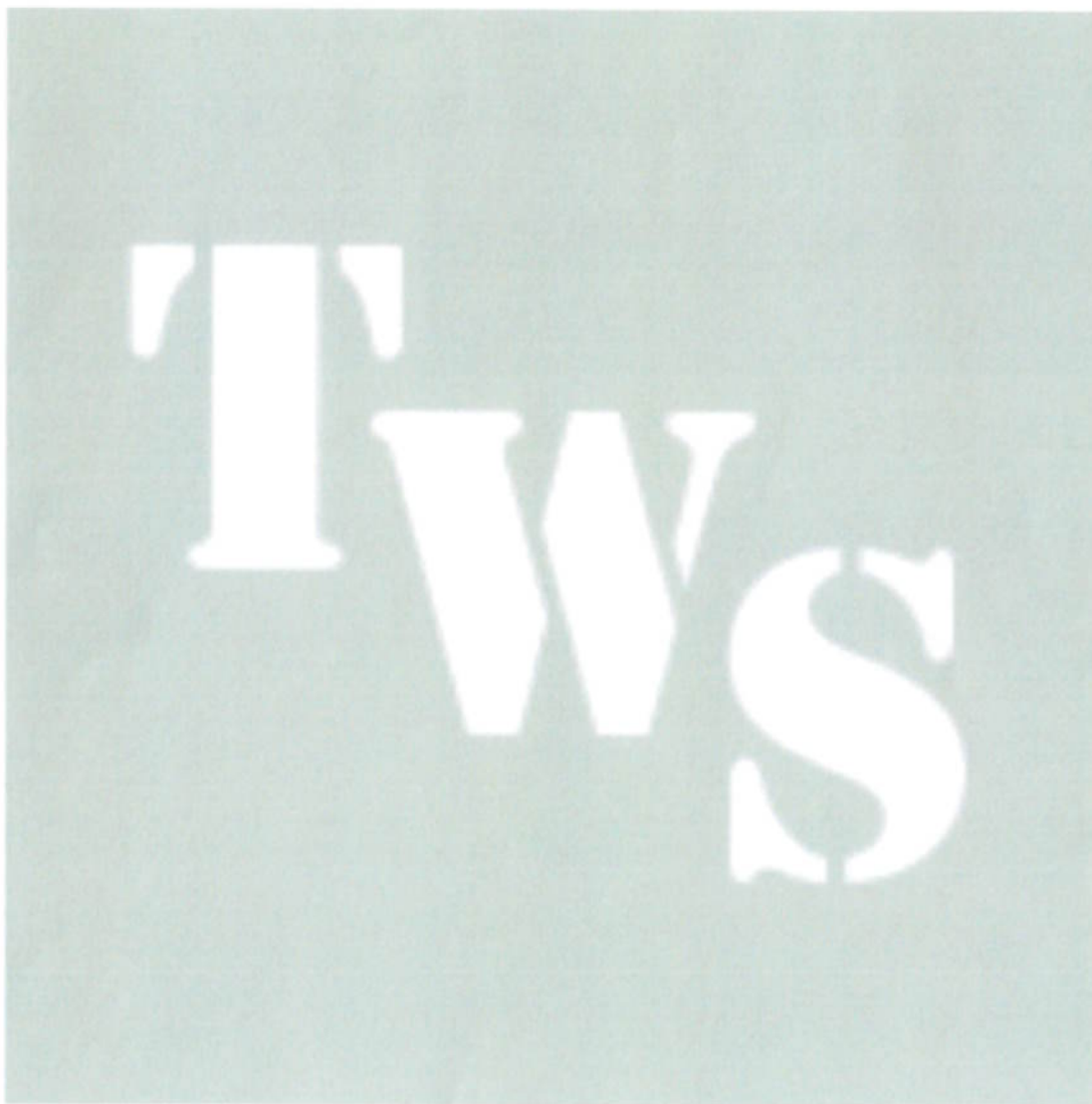
Brian Townsend

10/27/2023

10/27/2023

Date

Date





LIFETIME LIMITED WARRANTY EASTERN REGION | REPLACEMENT PRODUCT

RESIDENTIAL: LIFETIME FOR MAINFRAME | 20 YEARS FOR IGU & COMPONENTS
COMMERCIAL: 10 YEARS FOR MAINFRAME, IGU & COMPONENTS
ALL: 2 YEARS SKILLED LABOR & SHIPPING | TRANSFERABLE

Coverage. This Warranty provides exclusive coverage for MI labeled windows and doors sold by MI Windows and Doors, LLC ("MI") after January 1, 2022, for installation as replacement product in its Eastern Region¹ ("Product"). It attaches to the Product at the time of sale by MI and is provided to the initial purchaser of the Product. The Warranty transfers to all subsequent Product owners, and the selling owner should provide this document to a buyer before or at the time of sale.

Upon proper notice of a claim by the Product owner ("Owner") received during the warranty period and per the terms stated herein ("Claim"), MI will provide replacement parts ("Parts") to correct a nonconformity in material or workmanship causing a significant impairment in usage of the Product or an obstruction of vision through the insulated glass unit ("IGU") (collectively "Nonconformity").

Residential Dwelling. MI will provide Parts to correct a Nonconformity for a Claim made by an Owner of an Owner-Occupied Residential Dwelling as follows: **Mainframe:** at no charge for a Claim made during the lifetime of the Product as installed. **IGU & components:** at no charge for a Claim made within 20 years of the date of manufacture ("Manufacture Date"). "Owner-Occupied Residential Dwelling" includes any single-family detached home, townhome, or condominium unit used by the Owner as a personal residence.

Commercial Application. MI will provide Parts at no charge to correct a Nonconformity in the mainframe, IGU or components for a Claim made within 10 years of the Manufacture Date by an Owner of a structure other than an Owner-Occupied Residential Dwelling.

Labor & Shipping. MI will provide Skilled Labor necessary to repair the Product and pay shipping costs for two (2) years from the Manufacture Date. "Skilled Labor" is labor provided where the work to repair the Product requires special knowledge or skills not possessed by Owner or tools not available to Owner. Minor repairs, such as replacing a sash or lock, do not require Skilled Labor. Owner is responsible for the cost of all non-skilled labor, and for any inspection, labor, or shipping costs for a Claim received more than two (2) years after the Manufacture Date. A fee will be charged for inspections requested more than two (2) years after Manufacture Date.

MI shall not be responsible for the cost of labor or materials required for repairing or restoring any material or surfaces beyond the Product. MI is not responsible for any labor when a complete replacement unit is provided. Owner must provide reasonable access to the interior and exterior of the Product at his/her own expense, including removal of window décor and security alarms, moving furniture, and providing any scaffolding or lift equipment necessary to reach Product not accessible with a 15' extension ladder. Where safe and practical access is not available, MI shall be required to provide only the Parts, and not labor. If Owner fails to appear for a scheduled appointment, MI may leave the Parts and/or charge a separate fee to return and complete the service.

Modified Coverages. Laminated and painted frames: 10 years for excessive ultraviolet discoloration, peeling, chalking, fading, cracking, and blistering. Simulated divided light, blinds between the glass, and integral shades: 10 years for Nonconformity. Laminated and impact IGUs: 20 years for obstruction of vision caused by seal failure (10 years for commercial application) and five (5) years for obstruction of vision caused by delamination. Stress cracks: One (1) year. Weatherstripping and insect screens: One (1) year for Nonconformity. Stainless steel hardware: One (1) year for corrosion.

Disclaimers & Limitation of Remedies. The remedies herein shall be the exclusive remedy and Owner waives any other claim regardless of legal theory. MI makes no warranty for Product sold for new construction in its Eastern Region beyond this writing. **ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY WITH RESPECT TO MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR ARISING FROM THE COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE, ARE DISCLAIMED. MI SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, INDIRECT, OR SPECIAL DAMAGES; PERSONAL INJURY; LOST PROFITS; LOSS OF USE; DIMINUTION IN VALUE; OR PUNITIVE DAMAGES.** MI's liability shall not exceed the price of the affected Product. Some state and federal laws may not allow disclaimers on implied warranties or exclusions of incidental and consequential damages, so these limitations or exclusions may not apply to you. This Warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This Warranty may only be modified by a writing signed by an officer of MI. Any act or omission of MI does not create a new warranty or extend the term of this Warranty. MI makes no representation regarding the useful life of MI Product. If any term of this Warranty is deemed invalid or unenforceable in a judicial proceeding, the other terms shall remain in full force and effect.

Excluded Conditions. This Warranty does not cover, and MI has no obligation to respond to, damages, conditions, or a Nonconformity caused in whole or part by:

- Installation; an application, configuration, or installation exceeding the capacity of the Product design or in violation of applicable codes, plans, or specifications; mishandling or storage of Product; failure to properly incorporate Product into the building envelope; installation in inappropriate openings; building settlement or failure of walls or foundations.
- Normal wear and tear, aging, weathering, or corrosion (except as provided for stainless steel hardware); lack of product maintenance,* misuse, or abuse; lack of use of operable Product (vents/sash should be opened and closed monthly); interior moisture or condensation. Normal weathering includes the gradual fading, chalking, or darkening of any colored surface. *MI's maintenance instructions are available at www.miwindows.com/product-care.
- Glass breakage (unless expressly provided); glass blemishes, scratches, or other imperfections allowable for Quality 3 glass per ASTM C 1036; or reflection of solar energy (sunlight) off of the Product.
- Alterations or modifications of the Product or components, such as field mulls, reinstallation, application of tints, films, sealant, caulk, or paint finishes; installation of security systems or window coverings; environmental or applied elements that exceed the tolerances of the Product or its components' performance ratings.
- Any application of force or materials, such as power washing or the use of harsh chemicals such as brick wash, acids, salts, abrasive cleaners, or solvents; acts of nature, or any other condition or cause beyond MI's control.

This Warranty covers only Product confirmed to have a Nonconformity. Where product testing occurs, MI must receive prior notice and opportunity to observe, and information on the anticipated test methods. Without its prior agreement, MI shall not be required to respond to testing results or extrapolations to non-tested Product, nor shall it contribute to the cost of testing. MI is not responsible for determining the suitability of its products for surrounding building components or wall design.

MI products are tested in accordance with procedures established by AAMA and NFRC. The tests measure the performance of sample products in a laboratory setting. MI manufactures its products using the methods and materials used in fabrication of the tested product. However, product components and manufacturing processes involve a range of tolerances which can cause variance among tested values, and in-field evaluation of a product can affect test results as well. For these reasons, MI does not warrant its test results.

The thermal performance of some window products is enhanced by insertion of gases into the inner space of the IGU. Given the nature of these gases and technology used to manage them, MI does not warrant specific gas retention or fill levels and performance variation may occur.

Warranty Claim Process. MI shall have no obligation under this Warranty without prior notice as provided herein. Submit claims at <https://miwindows.com/support/customer-service-center> or (717) 365-2500. Owner must submit a claim during the coverage period and within 30 days of discovering the perceived Nonconformity. Notice must include contact information, order number, and description of the issue. Photographs are required unless unobtainable. MI shall investigate and respond in a timely manner per the terms of this Warranty, including inspecting the Product at its option. Parts may not be an aesthetic match to the original. MI reserves the right to discontinue or modify its products. When that occurs, MI shall substitute parts or product of equal value or quality. If unable to provide a replacement Product and repair is not commercially practicable or cannot be timely made, MI may elect to refund the purchase price of the affected Product in full satisfaction of its obligations.

Requirement Before Initiating Legal Proceeding. Any liability of MI is contingent upon Owner (past or present) fulfilling its notice obligations as stated herein. Owner shall have no standing to assert any legal claim against MI unless it first gives MI notice of its intent to file a legal claim by filling out and submitting the Notice of Legal Claim form available at www.miwindows.com/legalclaim. Owner must wait 45 days after submitting the Notice of Legal Claim to initiate a legal proceeding in order to allow MI the opportunity to investigate and tender a resolution for issues claimed. For standard warranty service requests, follow the instructions under Warranty Claim Process.

Window Safety. Screens on MI products are intended to keep out insects and are not intended to provide security or for the retention of persons or objects. Fall prevention devices, such as window opening control devices, can be installed on windows in order to lessen the risk of accidental falls. If fall prevention devices are desired or required for a window, check with your distributor for options sold by MI.

¹ MI's Eastern Region is all states within The United States other than AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, and WY. The Eastern Region also excludes West Texas (the metropolitan areas of El Paso, Lubbock, and Amarillo); specifically, all Product installed in El Paso, Hudspeth, Lubbock, Crosby, Lynn, Armstrong, Carson, Potter, Randall, and Oldham counties.