

**STANDARD FLAT GLASS
MATERIAL AND LABOR REIMBURSEMENT POLICY**

NEW MORNING WINDOWS, INC.

(Effective on units shipped on or after January 1, 2001)

MATERIAL OBSTRUCTION / SEAL FAILURE (units less than three years old)

New Morning will supply glass, interior glazing stops and re-glazing instructions at no charge (including freight charges). We will also pay approved glass replacement costs, per our service policy.

MATERIAL OBSTRUCTION / SEAL FAILURE (units between three and 10 years old)

New Morning will supply glass, interior glazing stops and re-glazing instructions at no charge (including freight charges). We will pay half of the approved glass replacement costs, per our service policy.

MATERIAL OBSTRUCTION / SEAL FAILURE (units between 10 and 20 years old)

New Morning will supply glass, interior glazing stops and re-glazing instructions at no charge (including freight charges). We will not pay any labor replacement costs.

NOTE Time frames are based on the date a unit ships from our facility to the date we receive a written Field Service Request Form. We will allow for a three-month grace period from the date a homeowner first reports a problem. Example: Homeowner calls the dealer (where the windows were purchased) on March 2, 2004, to report a seal failure. The window shipped from our facility on April 15, 2001. We must receive a written report by June 2, 2004 in order for it to fit within our three-year guideline for full labor reimbursement. We will consider requests past three-years, only if you can supply us with written and dated evidence that a problem was reported before the three-year limit has expired.

STRESS-CRACKED GLASS (less than 18 months old)

New Morning will supply glass, interior glazing stops and re-glazing instructions at no charge (including freight charges). We will also pay approved glass replacement costs, per our service policy.

STRESS-CRACKED GLASS (between 18 months and three years old)

New Morning will supply glass, interior glazing stops and re-glazing instructions at no charge (including freight charges). We will not pay any labor replacement costs.

STRESS-CRACKED GLASS (over three years old)

No material or labor replacement coverage offered. Glass and stops supplied at manufacturers' cost. Customer pays any freight charges incurred.

Service