



Your Dreams, Our Challenge

AGC Flat Glass North America Ltd.

(a.k.a. "Toronto Glass Center", "Thunder Bay Glass Center", "Kingston Glass Center")

Warranty Claim Request Form

Warranty Claim Procedure. All claims under AGC Flat Glass North America Ltd.'s ("AGC") Limited Warranty must be submitted to AGC within thirty (30) calendar days of discovery of the claimed defect(s) in accordance with the instructions below; otherwise, such claims are forever waived. To make a warranty claim request as a party covered under an AGC Limited Warranty ("Covered Party"), a Covered Party must complete this Warranty Claim Request Form and provide written notification to AGC, including **all** of the following: (1) a full copy of the applicable Limited Warranty, (2) proof it is the Covered Party, and (3) all specifics of the warranty claim, including full description, nature, and location of defect(s). Together, this completed form, the written notification and accompanying documentation shall constitute the entire warranty claim ("Warranty Claim"). Covered Party should email such Warranty Claim to AGCGC_Warranty@us.agc.com or mail such Warranty Claim by overnight carrier to AGC at the following address: Warranty Claims, AGC Flat Glass North America Ltd., 11175 Cicero Drive, Suite 400, Alpharetta, GA 30022. To be valid, Warranty Claims must be received by AGC within the applicable Warranty Term. Covered Party must cooperate with and provide AGC, its agent(s) or representative(s), respectively, a reasonable opportunity to inspect and make corrections; otherwise, Covered Party will be deemed to have rescinded the respective Warranty Claim and such Warranty Claim(s) will be deemed null and void. **Covered Party should not take any remedial action without AGC's prior written consent. Any remedial action taken without AGC's prior written consent will void the Limited Warranty.** Within a commercially reasonable timeframe after receipt of a Warranty Claim, AGC, its agent(s) or representative(s) may schedule a visit to project site during regular business hours for an initial inspection. Covered Party must fully cooperate with AGC, its agent(s) or representative(s) at all times during such inspection (and any subsequent visits for inspection and/or repair) including, but not limited to, permitting AGC or its partners to enter project site. If, after the initial inspection, AGC approves the Warranty Claim, then AGC, its agent(s) or representative(s) will perform the necessary repair and/or replacement work, at AGC's option, contingent upon availability of all required equipment, materials and labor. Any repair and/or replacement made by AGC, its agent(s) or representative(s) pursuant to the applicable Limited Warranty shall constitute a full settlement and release of all claims of Covered Party for all damages, losses, liabilities, expenses, costs, and penalties arising out of or related to the Warranty Claim and shall be a complete bar to any subsequently filed claim, dispute, or proceeding. The most current version of this Warranty Claim Request Form is located under "Canada" at www.agcglassna.com.

Project Name: In the field below please provide the name of the project for the contract or subcontract to which an AGC Limited Warranty is applicable.



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Contact Information: In the field below, please provide the full name and complete contact information, including address, e-mail, and phone number, for Covered Party making Warranty Claim request.

Project Owner: In the field below, please provide the full name of the project's owner based on the applicable contract or subcontract to which an AGC Limited Warranty is applicable.

Project Address: In the field below, please provide the project site address, site contact name, e-mail and phone number.

Warranty Claim Description: In the field below, please describe full and in detail the complete warranty claim, including all relevant information (elevation, floor level, conditions at the time of the claim).



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Proof of Warranty: Please provide proof of the applicable AGC Limited Warranty, i.e., the AGC-issued Limited Warranty document provided by AGC as part of project closeout documentation and copy of original executed contract or subcontract.

File Attachments: In the field below, please provide name or description of attachment

Remit to:

AGCGC_Warranty@us.agc.com

Or

Warranty Claims
AGC Flat Glass North America Ltd.
11175 Cicero Drive, Suite 400
Alpharetta, GA 30022