



**THOMPSON CREEK**  
W I N D O W   C O M P A N Y

## **Price Assurance / Total Satisfaction Guarantee**

*Thank You for Trusting Your Home to Thompson Creek.  
We Appreciate Your Business.*

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### **30 / 30 Money-Back Guarantee**

*30 days after the sale and 30 days after installation—  
satisfaction guaranteed or your money back!*

We are so sure that our products and services provide you with the best value for your money, that we proudly provide you with the following guarantee:

#### ***Price Assurance for 30 Days After the Sale...***

If, within 30 days of signing a contract with Thompson Creek you find a comparable product and installation service with all of the Thompson Creek features (listed in the provided Unique Features chart) for a lower price, we will refund the difference plus an additional \$25.00 for your trouble.

Simply send us by mail a written copy of the competitive proposal along with evidence of the products comparable features and we will refund you the difference.

Thompson Creek retains the sole right to reject any lowest price guarantee request(s) that does not sufficiently meet the requirements outlined above or do not provide sufficient proof of a lower competitive price on a comparable product (see Unique Features chart).

#### ***Total Satisfaction 30 Days After Installation...***

If, within 30 days of the installation date of your Thompson Creek products you are not completely satisfied with the quality of the product and/or installation, Thompson Creek will refund 100% of your money. Please see reverse side for additional terms and conditions.

## **30 / 30 Money-Back Guarantee** **Thompson Creek TC 900 Series Windows**

Congratulations! You have just purchased the finest replacement windows made today.

Thompson Creek is so certain you will be delighted with your purchase, we are offering this exclusive money-back guarantee. To qualify for this guarantee, the following conditions must exist:

1. Your job contract must be paid in full.
2. For our protection, Thompson Creek must be notified of your complaint, in writing, by certified mail within thirty (30) days of completion of installation. Please send your complaint to the following address:

THOMPSON CREEK  
ATTN: PRICE ASSURANCE GUARANTEE  
5000 PHILADELPHIA WAY  
LANHAM, MD 20706

3. This Guarantee covers defects in materials and/or workmanship on Thompson Creek TC 900 Series Windows, installed by Thompson Creek.
4. Thompson Creek has ninety (90) days to remedy the complaint.
5. If at the end of these ninety (90) days Thompson Creek is unable to reasonably satisfy your complaint, you must replace the Thompson Creek TC 900 Series Window(s), with a new replacement window(s) and make the Thompson Creek TC 900 Series Window(s) available to Thompson Creek.
6. This Guarantee does not cover reasonable wear and tear, nor conditions nor circumstances beyond Thompson Creek's control including condensation resulting from or due to pre-existing conditions and/or environmental conditions. Water that collects on the sill tracks of certain windows following heavy rains may be observed and does not constitute a product defect.

## **30 / 30 Money-Back Guarantee** **Thompson Creek Gutter Systems**

Congratulations! You have just purchased the finest gutter system made today.

Thompson Creek is so certain you will be delighted with your purchase, we are offering this exclusive money-back guarantee. To qualify for this guarantee, the following conditions must exist:

1. Your job contract must be paid in full.
2. For our protection, Thompson Creek must be notified of your complaint, in writing, by certified mail within thirty (30) days of completion of installation. Please send your complaint to the following address:

THOMPSON CREEK  
ATTN: PRICE ASSURANCE GUARANTEE  
5000 PHILADELPHIA WAY  
LANHAM, MD 20706

3. This Guarantee covers defects in materials and/or workmanship on Thompson Creek Gutter Systems, installed by Thompson Creek.
4. Thompson Creek has ninety (90) days to remedy the complaint.
5. If at the end of these ninety (90) days Thompson Creek is unable to reasonably satisfy your complaint, you must replace the Thompson Creek Gutter System with a new gutter system and make the Thompson Creek Gutter System available to Thompson Creek.
6. This Guarantee does not cover reasonable wear and tear, nor conditions nor circumstances beyond Thompson Creek's control, including damage caused by falling tree limbs.