

Higher Standard Lifetime Warranty



Let Our Family
Take Care of Your Family



PRODUCTS AND SERVICES



OWNERS: SCOT & JILL HAYES

We Stand Behind Our Products 100%

CONGRATULATIONS! ...and thank you for your recent purchase of products from New York Sash. You can feel confident that you have made a wise decision. *You have purchased your home improvement products from a company that has changed the standards of home remodeling* AND your products are backed by the strongest warranty in the industry. Plus, with New York Sash's experience, you won't find more superior craftsmanship anywhere.

Since 1989, New York Sash, a family owned business located in Whitesboro, New York, has installed high quality vinyl windows and home improvement products. Today we have raised the standards by which home remodeling will be measured.

We've Got You Covered

Simply Call our Customer Service Department.

1-800-479-7274

New York Sash Money Back Guarantee

New York Sash products are manufactured to strict specifications audited by local, state and federal building codes and are installed by our own professionals to the highest industry standards. We are so confident that you will be delighted with the quality of our products that we provide the industry's only money back guarantee.

The guarantee provides protection in the form of a refund to you if New York Sash fails to meet the local, state and federal building codes for quality and installation of your products. It applies to New York Sash products only. It does not provide for the refund as a result of you, the consumer, not being satisfied with your choice of color, style or cost of the products. It also does not apply to condensation and/or humidity resulting from conditions in the building.

If within thirty days of installation there is any manufacturing or installation defect in your new New York Sash products that we can not resolve within 120 days of notification, we will provide you with a complete refund subject only to the conditions below:

How to Make a Claim:

1. To obtain a refund, you must pay in full as per your contract specifications with New York Sash when the original installation is complete.
2. You must notify New York Sash by registered mail, within 30 days of installation, specifically detailing any deficiencies in the products or installation.
3. You must allow New York Sash access to the home as required under normal business hours for product inspection. In order to correct any deficiencies, New York Sash must be given 120 days from inspection and access to the home as required under normal business hours.
4. At the end of 120 days from inspection, if New York Sash is unable to correct the deficiencies and meet the level of excellence required by the manufacturer, you the homeowner, must replace the defective product with an alternative company's product or allow New York Sash to remove the product and return your home to it's original condition.

New York Sash will then refund you 100% of the purchase price of the defective product.

No Nonsense Lifetime Warranty

New York Sash provides you with a no nonsense, all inclusive, transferable lifetime warranty against defects in materials and workmanship of New York Sash Premier Products.

No Nonsense Lifetime Glass Replacement Warranty*

New York Sash provides you with a no nonsense, all inclusive, transferable lifetime warranty against glass breakage. This comprehensive guarantee includes glass breakage due to accidents, vandalism, and acts of nature. Only deliberate cases of breakage are excluded.

* Glass Warranty on New York Sash Windows only.

No Nonsense Lifetime Service Warranty*

New York Sash provides you with a no nonsense, all inclusive, transferable lifetime service warranty.

* Available only on New York Sash Premier Products.

Free 24 Hour Screen Guarantee*

If your screen is torn or ripped out of the frame for any reason, just return it to New York Sash's main showroom and we will have it ready for you to pick up the next day by 9:00 am.

*Saturday drop off will be ready Monday at 9:00 am.

349 Oriskany Blvd. Whitesboro, NY 13492

How To Transfer Your Warranty

Contact New York Sash for transfer paperwork and details. Certain fees and restrictions will apply.