

WINDSOR WINDOWS SETTLEMENT CLAIM FORM INSTRUCTIONS

I. ELIGIBLE CLAIMANTS

The Settlement Class is defined as all individuals and entities in the United States who are previous, current, or subsequent owners of a Qualifying Structure, defined as a structure with a Qualifying Window.

All Settlement Class Members and Named Plaintiffs are eligible to submit a claim.

II. SUBMITTING A CLAIM FORM

The Claim Form is located at the Settlement Website, www.windowsettlements.com. There are two ways to submit a Claim Form: (1) Complete and submit electronically via the Settlement Website, or (2) print, complete, and submit by mail to:

Windsor Windows Settlement
PO Box 3770
Portland, OR 97208-3770

Claims must be submitted on the Claim Form, and completed Claim Forms must be submitted no later than January 5, 2019.

III. AVAILABLE RELIEF

Type of Damage	Available Relief
Damage to Sash: <i>Qualifying Damage on a Qualifying Window sash not caused by Condensation.</i>	Sash replacement.
Damage to Window Frame other than Sash: <i>Qualifying Damage on a Qualifying Window frame that has been caused by water intrusion caused by the window itself.</i>	Fixed settlement amount of up to \$453 for each window according to the tables listed in the parties' Agreement and in the Notice, both available at the Settlement Website, www.windowsettlements.com . This pro-rated settlement amount encompasses all damages related to, and includes compensation for, the cost of labor and materials necessary to install the replacement window, repair any damage caused during the installation of a replacement window, and to remove and replace window coverings. It also includes costs incurred for interior finishing work.
Additional Damage: <i>Visible rotting or deterioration to walls, drywall, insulation, or other home or building materials where the damage extends perpendicularly (straight) below the sill of the window opening of a Qualifying Window.</i>	Cost of repairing damage, up to a maximum of: 1. \$250 total to repair Additional Damage around one or two window openings; or 2. \$500 total to repair Additional Damage around three to six window openings; or 3. \$2,500 total for Additional Damage that (1) extends perpendicularly (straight) below the sill of a Qualifying Window more than eight inches at one or more window openings, or (2) extends perpendicularly (straight) below the sill of a Qualifying Window eight inches or less at seven or more window openings. Maximum amount that may be claimed for Additional Damage is \$2,500.
Damage Previously Repaired: <i>Qualifying Damage or Additional Damage previously repaired.</i>	Reimbursement of Qualifying Expenses up to the maximum amounts Claimant would have received under the settlement if repairs had not yet been made.

IV. QUALIFYING WINDOWS

A Qualifying Window is defined as a Pinnacle or Legend Series window (including a Legend Hybrid window) manufactured by The Windsor Window Company ("Windsor") between January 1, 2000 and January 5, 2018.

A. PINNACLE OR LEGEND SERIES WINDOWS

You must submit documentation establishing that your claimed windows are Pinnacle or Legend Series windows. This documentation may consist of **one** or more of the following:

- 1) A photograph or video of the label (see Claim Form Appendix II.A.2 and 3).
- 2) A photograph or video of the lock on the window (see Claim Form Appendix II.A.6).
- 3) A photograph or video of the interior and exterior of the lower portion of the frame and sash with the sash open.
- 4) Any other documentation establishing that your claimed windows are Pinnacle or Legend Series windows.

You may be entitled to a replacement Pinnacle or Legend Series window or a replacement Pinnacle or Legend Series window sash. Pinnacle and Legend Series windows come in a number of sizes and varieties. If you are eligible for replacement Pinnacle or Legend Series windows or sashes, you must provide the following:

- 1) A photograph or video of the entire window from the interior of your home (see Claim Form Appendix II.A.8).
- 2) The width and height of each window's visible glass (see Claim Form Appendix II.A.7).

B. MANUFACTURED BY WINDSOR BETWEEN JANUARY 1, 2000 AND JANUARY 5, 2018

You must also submit documentation establishing that your claimed windows were manufactured by Windsor between January 1, 2000 and January 5, 2018. This documentation may consist of **one** or more of the following:

- 1) A photograph or video of the label containing a "MFG Date" (see Claim Form Appendix II.A.1 and 2).
- 2) A photograph or video of the rim spacer indicating the manufacturing date (see Claim Form Appendix II.A.2).
- 3) An invoice and evidence of payment for the claimed windows.
- 4) Any other contemporaneous documentation establishing that your claimed windows were manufactured between January 1, 2000 and January 5, 2018.

V. QUALIFYING DAMAGE OR ADDITIONAL DAMAGE

You must submit photographs or videos establishing Qualifying Damage or Additional Damage to your claimed windows. Specifically, photographs or videos are required to: (1) identify the Qualifying Structure and portray the entire elevation of the Qualifying Structure; (2) identify the side(s) of the Qualifying Structure where the claimed windows are located; (3) identify the location of the claimed windows; and (4) show the claimed damage. Examples of photographs are available on the Settlement Website, www.windowsettlements.com.

All photographs and videos should be in focus, well-lighted, and in color. Be certain to move or remove any objects blocking the view of the claimed window or the wall above, below, or on either side of the claimed window. Such objects include furniture, personal belongings, plants, blinds, curtains, and other window treatments.

In addition, if you are seeking reimbursement of Qualifying Expenses for Qualifying Damage or Additional Damage previously repaired, you must also submit:

1. A sworn notarized statement from the contractor who performed the repair or replacement demonstrating that: 1) the repair or replacement was the result of Qualifying Damage or Additional Damage, and 2) the Qualifying Damage or Additional Damage was caused by window failure rather than by faulty installation or maintenance or some other cause;
2. Photographic or video proof demonstrating that Qualifying Damage or Additional Damage existed prior to repair or replacement; and
3. Proof that you paid for repairs or replacement and a sworn notarized statement that you have not been fully reimbursed for the repair or replacement by Windsor or any other source. Proof of payment can consist of a paid invoice.

VI. OTHER

- Capitalized terms used in this Claim Form have the meanings set forth in the parties' Settlement Agreement.
- You may obtain extra copies of the Claim Form by visiting the Settlement Website, www.windowsettlements.com or by contacting the Claims Administrator at (888) 530-6598 or info@windowsettlements.com.
- For more information on the claims process, including when successful claimants will receive recovery, please visit the Settlement Website, www.windowsettlements.com.
- Please make and keep a copy of your Claim Form and supporting documentation for your own records. No materials submitted to the Claims Administrator will be returned to you.

**WINDSOR WINDOWS SETTLEMENT
CLAIM FORM**

I. IDENTIFICATION OF CLAIMANT AND QUALIFYING STRUCTURE

A. CLAIMANT NAME AND MAILING ADDRESS

First Name	MI	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

First Name	MI	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

If Claimant is a Business: Business Name

If Claimant is a Business: Name and Title of Person Completing Form

Primary Email Address (Where Communications Will Be Sent)

Mailing Address

City	State	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

Phone Numbers

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The Claims Administrator will communicate with you by email unless you prefer to be contacted by U.S. Mail. Check here only if you prefer to be contacted by U.S. Mail. Yes, please use U.S. Mail.

B. ADDRESS OF QUALIFYING STRUCTURE

Address

City	State	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

C. OWNERSHIP OF QUALIFYING STRUCTURE

IDENTIFY THE TYPE OF DOCUMENTS YOU ARE SUBMITTING TO VERIFY OWNERSHIP OF THE QUALIFYING STRUCTURE:

- 1. Copy of the Deed 2. Mortgage Statement
- 3. Tax Bill 4. Copy of Public Record from Office where Deed or Mortgage Was Filed
- 5. Other: _____

D. TYPE OF QUALIFYING STRUCTURE

- 1. Single family 2. Apartment
- 3. Condo 4. Commercial 5. Townhome
- 6. Other: _____

If the Qualifying Structure is a condominium, townhome, apartment, co-op, or other multi-family structure, you must submit a copy of the declaration, assignment, or similar documentation that shows you are responsible for the windows in the Qualifying Structure.

E. IS THE PERSON SUBMITTING THIS FORM AN AGENT OR REPRESENTATIVE OF THE OWNER OF THE QUALIFYING STRUCTURE?

- YES NO

If you answered "YES," you must submit a copy of the documents establishing your authority to submit a claim on behalf of the owner.

II. QUALIFYING WINDOWS

A Qualifying Window is defined as a Pinnacle or Legend Series window (including a Legend Hybrid window) manufactured by The Windsor Window Company ("Windsor") between January 1, 2000 and January 5, 2018.

A. IDENTIFYING THE NUMBER OF WINDOWS

Number of Windsor windows in the Qualifying Structure:

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Number of Windsor windows included in this claim:

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B. IDENTIFYING THE CLAIMED WINDOWS

Each Qualifying Window for which you are submitting a claim should be assigned a unique window number. Please see www.windowsettlements.com for tips on how to assign each claimed window a unique window number. In the chart below, provide the room or location of each window using a new line for each window.

The "Room/Location" section is to assist you and help ensure that you have identified all claimed windows. For example, the "Room/Location" section can include descriptions such as "bedroom," "kitchen" and "family room." The window number at the beginning of each line is used to identify the window for the remainder of the claim process.

Any supporting documents you submit must use the window number assigned below. If you submit more than one photo and/or document per window, ensure that each such photo and/or document is labeled with the appropriate window number so that it can be properly associated with the correct claimed window. If you are claiming more than 25 windows, attach another sheet to your Claim Form and assign a window number for each additional window beginning with window number 26. Additional sheets are available at www.windowsettlements.com.

Window Number	Room/Location																			
Example	F	A	M	I	L	Y		R	O	O	M									
1																				
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C. IDENTIFYING CLAIMED QUALIFYING DAMAGE AND ADDITIONAL DAMAGE FOR EACH WINDOW

Please fill out the information below for each window you are claiming benefits for under the Settlement. If you need additional spaces, please visit www.windowsettlements.com for an addendum to this claim form. You can find information to assist you in identifying manufacturing information for Qualifying Windows in the Claim Form Appendix. Definitions of the categories of damages below are available in Section III of the Claim Form Instructions.

WINDOW # <input type="text"/> <input type="text"/>
WHAT SERIES IS THIS WINDSOR WINDOW? <input type="checkbox"/> PINNACLE CASEMENTS <input type="checkbox"/> PINNACLE DOUBLE HUNG <input type="checkbox"/> LEGEND CASEMENTS <input type="checkbox"/> LEGEND DOUBLE HUNG <input type="checkbox"/> UNKNOWN
WHAT YEAR WAS THIS WINDSOR WINDOW MANUFACTURED? <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
WHAT IS THE <u>WIDTH</u> OF THE WINDOW'S <u>VISIBLE GLASS</u>? (E.G., 024 & 3/16 INCHES) <input type="text"/> <input type="text"/> <input type="text"/> & <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> INCHES
WHAT IS THE <u>HEIGHT</u> OF THE WINDOW'S <u>VISIBLE GLASS</u>? (E.G., 036 & 1/2 INCHES) <input type="text"/> <input type="text"/> <input type="text"/> & <input type="text"/> <input type="text"/> / <input type="text"/> <input type="text"/> INCHES
WHEN WAS THE CLAIMED DAMAGE FIRST NOTICED? (MM-DD-YYYY) <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> - <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <small>(Please estimate to the best of your knowledge)</small>
WHAT TYPE OF DAMAGE IS BEING CLAIMED? PLEASE CHECK ALL THAT APPLY. <input type="checkbox"/> DAMAGE TO SASH <input type="checkbox"/> ADDITIONAL DAMAGE <input type="checkbox"/> DAMAGE TO WINDOW FRAME <input type="checkbox"/> PRIOR REPAIRS
IF YOU ARE CLAIMING DAMAGE TO A WINDOW FRAME, PLEASE CHOOSE ONE OF THE FOLLOWING BENEFITS. A REPLACEMENT WINDOW IS ONLY AN OPTION IF YOUR WINDOW IS STILL UNDER WARRANTY. IF YOU CHOOSE A REPLACEMENT WINDOW, PLEASE PROVIDE THE WIDTH AND HEIGHT OF THE VISIBLE GLASS ABOVE: CASH: <input type="checkbox"/> REPLACEMENT WINDOW (if original window is under warranty): <input type="checkbox"/>
DID YOU REPLACE OR DO YOU NEED TO REPLACE THE WINDOW FRAME? YES <input type="checkbox"/> NO <input type="checkbox"/> IF YES, WAS/IS REPLACEMENT NECESSARY TO REMEDIATE WATER DAMAGE TO PROPERTY SURROUNDING THE WINDOW AND/OR TO PREVENT FURTHER SUCH DAMAGE? YES <input type="checkbox"/> NO <input type="checkbox"/>
IF YOU ARE CLAIMING ADDITIONAL DAMAGE THAT HAS NOT YET BEEN REPAIRED, STATE THE AMOUNT OF YOUR BONA FIDE ESTIMATE YOU ARE REQUESTING: \$ <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> . <input type="text"/> <input type="text"/>

WINDOW #

WHAT SERIES IS THIS WINDSOR WINDOW?

- PINNACLE CASEMENTS PINNACLE DOUBLE HUNG
 LEGEND CASEMENTS LEGEND DOUBLE HUNG UNKNOWN

WHAT YEAR WAS THIS WINDSOR WINDOW MANUFACTURED?

WHAT IS THE WIDTH OF THE WINDOW'S VISIBLE GLASS? (E.G., 024 & 3/16 INCHES)

& / INCHES

WHAT IS THE HEIGHT OF THE WINDOW'S VISIBLE GLASS? (E.G., 036 & 1/2 INCHES)

& / INCHES

WHEN WAS THE CLAIMED DAMAGE FIRST NOTICED?

(MM-DD-YYYY) - -

(Please estimate to the best of your knowledge)

WHAT TYPE OF DAMAGE IS BEING CLAIMED? PLEASE CHECK ALL THAT APPLY.

- DAMAGE TO SASH ADDITIONAL DAMAGE
 DAMAGE TO WINDOW FRAME PRIOR REPAIRS

IF YOU ARE CLAIMING DAMAGE TO A WINDOW FRAME, PLEASE CHOOSE ONE OF THE FOLLOWING BENEFITS. A REPLACEMENT WINDOW IS ONLY AN OPTION IF YOUR WINDOW IS STILL UNDER WARRANTY. IF YOU CHOOSE A REPLACEMENT WINDOW, PLEASE PROVIDE THE WIDTH AND HEIGHT OF THE VISIBLE GLASS ABOVE:

CASH:

REPLACEMENT WINDOW (if original window is under warranty):

DID YOU REPLACE OR DO YOU NEED TO REPLACE THE WINDOW FRAME? YES NO

IF YES, WAS/IS REPLACEMENT NECESSARY TO REMEDIATE WATER DAMAGE TO PROPERTY SURROUNDING THE WINDOW AND/OR TO PREVENT FURTHER SUCH DAMAGE?

YES NO

IF YOU ARE CLAIMING ADDITIONAL DAMAGE THAT HAS NOT YET BEEN REPAIRED, STATE THE AMOUNT OF YOUR BONA FIDE ESTIMATE YOU ARE REQUESTING:

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3. Describe the nature of the alleged damage:

4. Describe the outcome of your claim:

5. State anything else you think we should know about your claim or windows:

IV. CLAIM DOCUMENTATION

This section asks about the documentation you will be submitting in support of your claim. You should review the Claim Form Appendix, available at www.windowsettlements.com, prior to completing this section. At the end of this claim form is a summary of documentation required for each type of damage claimed. Please review this summary before submitting this claim form.

A. WINDOW DOCUMENTATION

Have you provided photos and/or other documentation for **EACH** claimed window establishing it is a Pinnacle or Legend Series window?

Yes No

Have you provided photos and/or other documentation for **EACH** claimed window establishing it was manufactured by Windsor between January 1, 2000 and January 5, 2018?

Yes No

Have you provided photos or videos for **EACH** claimed window establishing Qualifying Damage or Additional Damage?

Yes No

B. GENERAL CLAIM PHOTOGRAPHS

In addition to providing photos or videos for each claimed window, you also need to provide certain exterior photos of the Qualifying Structure. These exterior photos are required to help confirm and verify the damage claim for each window, the total number of windows being claimed, and ownership of the Qualifying Structure.

1. A photograph showing the street number or address of the Qualifying Structure must be submitted with your claim. This requirement can be met by providing **ONE** of the following:
 - A photograph of the mailbox with the Qualifying Structure in the background;
 - A photograph of the house number on the front of the Qualifying Structure; or
 - A photograph of the house number on the curb with the Qualifying Structure in the background.

Have you included photos showing the address of the Qualifying Structure?

Yes No

2. A photograph of each side (also called elevation) of the Qualifying Structure with a claimed window must be submitted with your claim. The windows in each photo must be labeled using the window numbers you assigned to each window in the above chart. Note, you need only provide one photo per elevation, even if it has more than one window.

Have you included a photo of the exterior of the home with the entire elevation in the picture?

Yes No

Are the windows shown in the exterior photos labeled using the window's unique window number?

Yes No

3. A photograph of each Qualifying Window of the Qualifying Structure for which you are making a claim must be submitted with your claim. The photo must be labeled using the window numbers you assigned in the above chart.

Have you included a photo of the each window for which you are making a claim?

Yes No

Are the windows labeled using the window's unique window number?

Yes No

C. OWNERSHIP DOCUMENTATION

Have you included documentation verifying ownership of the Qualifying Structure? If you are a former owner making a claim for Prior Repairs, you must include documentation verifying ownership of the Qualifying Structure at the time of the repairs.

Yes No

If you are a representative of the owner of the Qualifying Structure, have you included documentation that proves you are the representative?

Yes No

D. OTHER DOCUMENTATION

If you are claiming Additional Damage, have you included a bona fide estimate to repair the Additional Damage?

Yes No

If you are claiming a reimbursement for Prior Repairs, have you included a sworn, notarized statement from the contractor who performed the repair or replacement demonstrating that: (1) the repair or replacement at issue was the result of Qualifying Damage or Additional Damage; and (2) the Qualifying Damage or Additional Damage was caused by window failure rather than by faulty installation or maintenance or some other cause?

Yes No

If you are claiming a reimbursement for Prior Repairs, have you included photos or videos demonstrating that Qualifying Damage or Additional Damage existed prior to the repair or replacement of Qualifying Windows, their components, and/or damage to walls, drywall, insulation, or other home or building materials?

Yes No

If you are claiming a reimbursement for Prior Repairs, have you included documentation that you paid for such repairs or replacements?

Yes No

If you are claiming a reimbursement for Prior Repairs, have you included a sworn, notarized statement that you have not been fully or partially reimbursed for the repairs or replacements by Windsor and/or any other source (for example, by your insurance)?

Yes No

If you are claiming a reimbursement for Prior Repairs and have been partially reimbursed for such repairs by Windsor and/or any other source, have you included documentation of such partial reimbursement?

Yes No

V. NEXT STEP: CLAIM REVIEW

All timely claims will be reviewed to determine if they include the required supporting documentation. If your claim is incomplete, the Claims Administrator will notify you of any deficiency(ies) in your claim and will inform you of what you need to do to cure such deficiency(ies). Claimants may receive up to three (3) opportunities to cure such deficiency(ies), provided that any such attempts to cure are timely submitted. Deficiencies not timely cured will result in denial of the portion of the Claim that remains incomplete. You will be notified of any denial.

Upon receipt of a complete claim, Windsor will determine the relief to which you are entitled under the Settlement Agreement. You will be notified of any approval or denial of your claim.

For some claims, Windsor may ask for an inspection, testing, and/or other on-site investigation. For claims of damage previously repaired, Windsor may also ask for a deposition. If Windsor denies your claim in whole or in part, you will have the right to appeal the denial to the Claims Administrator for a final and binding determination.

VI. PROVIDING NOTICE TO FUTURE OWNERS

The undersigned acknowledges and agrees to notify any subsequent purchaser of the Qualifying Structure that this claim has been submitted. The undersigned also agrees to make all such disclosures to subsequent purchasers of the Qualifying Structure as may be required by local, state, or federal law regarding the sale of the Qualifying Structure.

SUMMARY/RECAP OF DOCUMENTS NEEDED

<u>Window Sash</u>	<u>Window Frame</u>	<u>Additional Damage</u>	<u>Prior Repairs</u>
1. Proof of ownership of Qualifying Structure	1. Proof of ownership of Qualifying Structure	1. Proof of ownership of Qualifying Structure	1. Product identification (confirming windows are Qualifying Windows)
2. Product identification (confirming windows are Qualifying Windows) for EACH window	2. Product identification (confirming windows are Qualifying Windows) for EACH window	2. Product identification (confirming windows are Qualifying Windows) for EACH window	2. Sworn and notarized statement from contractor who performed repairs
3. Photo or video of front of house with focus on address	3. Photo or video of front of house with focus on address	3. Photo or video of front of house with focus on address	3. Photo or video of Qualifying Damage or Additional Damage prior to repair/replacement
4. Photo or video of exterior of home with the entire elevation in the picture	4. Photo or video of exterior of home with the entire elevation in the picture	4. Photo or video of exterior of home with the entire elevation in the picture	4. Proof of payment for repairs
5. Photos or video of EACH Qualifying Window that show Qualifying Damage	5. Photos or video of EACH Qualifying Window that show damage to a window frame	5. Photos or video of EACH instance of Additional Damage	5. Sworn and notarized statement that no reimbursement has been received
		6. Bona fide estimate to repair the Additional Damage	