If you have concerns with your VELUX product or installation, please contact your builder, installer or remodeler who should inspect the product and installation to verify that installation is in accordance with our instructions. We find that most of the concerns are resolved in this step.

If necessary, please follow the procedure described in the previous step, and contact your customer service department directly at:

VELUX America LLC
PO Box 5001 + Greenswood, SC 29641-5001
Tel 1-800-88-VELUX • velux.solutions@VELUX.com

So that VELUX can provide the best response possible, please include the following information when contacting us:
- Your name, address, and phone number.
- A description of the product and the product model number (located near the identification label attached to each product).
- A description of the product concern.
- Details of attempts to address concern.

Once you have contacted VELUX customer service department, you may be asked to provide a complete product form information. This form will be emailed or faxed and help expedite your service request.

Upon completion of the product information form, the call is escalated to our technical service department. This department is comprised of technical experts with years of experience handling product installation and customer concerns. Our technical service department will try to resolve your issue over the phone or provide parts as well as necessary material. Additional product installation information may be requested prior to proceeding further.

If our technical service department cannot solve the concern, a VELUX Solutions Service technician will schedule an appointment for an on-site visit. We do request the builder/ installer or remodeler assist us with this. This contractor will evaluate the problem and provide either a repair or a plan for resolution. In some cases the resolution may involve the builder/ installer or remodeler in installing the product in accordance with our installation procedures. Please note that if it is determined that the product is covered, an on-site service visit will be charged to the end-user. Step 3 of this procedure is critical.

In some cases the solution can only be determined by an on-site visit. In these cases additional parts may need to be ordered from our factory and a follow-up appointment arranged. In some cases the resolution may be determined through correspondence. VELUX may, in its sole discretion, amend or review this warranty. Please go to www.veluxusa.com/warranty for VELUX most updated warranty claim procedure information.

Thank you in advance for purchasing VELUX products. We want you to know that the overwhelming majority of VELUX customers never need to involve themselves in this process; however, if you do have a concern involving a VELUX product, please follow these instructions.

VELUX Warranty

VELUX products with a 20 year limited warranty

VELUX insulating glass
Every window is dated from the date of purchase, VELUX warrants to the end-user that the insulated unit in VELUX skylights will not develop a material or manufacturing defect for a period of 20 years from the date of purchase of the window. VELUX will, at its option, provide a replacement insulated unit delivered free of charge to the original point of purchase or to the end-user, 1) repair the insulated skylight, or 2) replace the end-user the original purchased insulated skylight.

VELUX SUN TUNNEL® skylight rigid tunnel
For a period of 20 years from the date of purchase, VELUX warrants to the end-user that the rigid tunnel of the VELUX SUN TUNNEL® skylight will not develop a material or manufacturing defect for a period of 20 years from the date of purchase of the window. VELUX will, at its option, 1) provide a replacement component delivered free of charge to the original point of purchase or to the end-user, or 2) repair the rigid tunnel frame without charge for material or labor, or 3) replace the end-user the original purchased rigid tunnel.

VELUX poly carbonate skylights®
For a period of 20 years from the date of purchase, VELUX warrants to the end-user that the VELUX poly carbonate skylights (Models CD-1, CD-2, CD-3, CD-4 and CD-5 Series) and Tempered Polycarbonate Flat Glass skylights will not develop a material or manufacturing defect for a period of 20 years from the date of purchase of the window. VELUX will, at its option: 1) replace a VELUX skylight integral metal frames, (b) VELUX Modular Skylights (VMS) and roof windows are covered under a separate limited warranty and is not covered by this Limited warranty. (c) VELUX acrylic and polycarbonate skylight integral metal frames is covered by a separate warranty from the roof window or skylight as described by this Limited warranty.

VELUX products with a 15 year warranty

VELUX polycarbonate skylights®
For a period of 15 years from the date of purchase, VELUX warrants to the end-user that the VELUX polycarbonate skylights (Models CD-1, CD-2, CD-3, CD-4 and CD-5 Series) and Tempered Polycarbonate Flat Glass skylights with exposed areas will not develop a material or manufacturing defect for a period of 15 years from the date of purchase of the window. VELUX will, at its option: 1) provide a replacement skylight frame without charge for material or labor, or 2) replace the end-user the original purchased skylight.

VELUX products with a 10 year limited warranty

VELUX roof windows, skylights, SUN TUNNEL® skylights, and flashing®

For a period of 10 years from the date of purchase, VELUX warrants to the end-user that VELUX roof windows, skylights, VELUX modular skylights (VMS), SUN TUNNEL® skylights, and flashing product, are free from defects in material and workmanship. If a VELUX roof window, skylight, VELUX SUN TUNNEL® skylight, or flashing product is found to be defective during this time period, VELUX will, at its option: 1) provide a replacement component, a replacement skylight frame without charge for material or labor, or 2) replace the end-user the original purchased component or skylight frame.

What is not covered by the Poly carbonate Limited Warranty?

In event that VELUX will only be liable to the owner of the building to whom it is sold or furnished, and, in the case of rental property, to the tenant.

VELUX polycarbonate skylights
glassing material - hail breakage limited warranty

For a period of 10 years from the date of purchase, VELUX warrants to the end-user that VELUX Polycarbonate Skylights will not crack or break due to hail. If a VELUX Polycarbonate Skylight glassing material is cracked or broken as a result of a hail storm, VELUX will, at its option: 1) provide a replacement pane or skylight frame without charge for material or labor, or 2) replace the end-user the original purchased pane or skylight frame.

VELUX Warranty

VELUX products with a 20 year limited warranty

VELUX insulating glass
Every window is dated from the date of purchase, VELUX warrants to the end-user that the insulated unit in VELUX skylights will not develop a material or manufacturing defect for a period of 20 years from the date of purchase of the window. VELUX will, at its option, provide a replacement insulated unit delivered free of charge to the original point of purchase or to the end-user, 1) repair the insulated skylight, or 2) replace the end-user the original purchased insulated skylight.

VELUX SUN TUNNEL® skylight rigid tunnel
For a period of 20 years from the date of purchase, VELUX warrants to the end-user that the rigid tunnel of the VELUX SUN TUNNEL® skylight will not develop a material or manufacturing defect for a period of 20 years from the date of purchase of the window. VELUX will, at its option, 1) provide a replacement component delivered free of charge to the original point of purchase or to the end-user, or 2) repair the rigid tunnel frame without charge for material or labor, or 3) replace the end-user the original purchased rigid tunnel.

VELUX poly carbonate skylights®
For a period of 20 years from the date of purchase, VELUX warrants to the end-user that the VELUX poly carbonate skylights (Models CD-1, CD-2, CD-3, CD-4 and CD-5 Series) and Tempered Polycarbonate Flat Glass skylights will not develop a material or manufacturing defect for a period of 20 years from the date of purchase of the window. VELUX will, at its option: 1) replace a VELUX skylight integral metal frames, (b) VELUX Modular Skylights (VMS) and roof windows are covered under a separate limited warranty and is not covered by this Limited warranty. (c) VELUX acrylic and polycarbonate skylight integral metal frames is covered by a separate warranty from the roof window or skylight as described by this Limited warranty.

VELUX products with a 15 year warranty

VELUX polycarbonate skylights®
For a period of 15 years from the date of purchase, VELUX warrants to the end-user that the VELUX polycarbonate skylights (Models CD-1, CD-2, CD-3, CD-4 and CD-5 Series) and Tempered Polycarbonate Flat Glass skylights with exposed areas will not develop a material or manufacturing defect for a period of 15 years from the date of purchase of the window. VELUX will, at its option: 1) provide a replacement skylight frame without charge for material or labor, or 2) replace the end-user the original purchased skylight.

VELUX products with a 10 year limited warranty

VELUX roof windows, skylights, SUN TUNNEL® skylights, and flashing®

For a period of 10 years from the date of purchase, VELUX warrants to the end-user that VELUX roof windows, skylights, VELUX modular skylights (VMS), SUN TUNNEL® skylights, and flashing product, are free from defects in material and workmanship. If a VELUX roof window, skylight, VELUX SUN TUNNEL® skylight, or flashing product is found to be defective during this time period, VELUX will, at its option: 1) provide a replacement component, a replacement skylight frame without charge for material or labor, or 2) replace the end-user the original purchased component or skylight frame.

What is not covered by the Poly carbonate Limited Warranty?

In event that VELUX will only be liable to the owner of the building to whom it is sold or furnished, and, in the case of rental property, to the tenant.

VELUX polycarbonate skylights
glassing material - hail breakage limited warranty

For a period of 10 years from the date of purchase, VELUX warrants to the end-user that VELUX Polycarbonate Skylights will not crack or break due to hail. If a VELUX Polycarbonate Skylight glassing material is cracked or broken as a result of a hail storm, VELUX will, at its option: 1) provide a replacement pane or skylight frame without charge for material or labor, or 2) replace the end-user the original purchased pane or skylight frame.
VELUX acrylic and polycarbonate skylights – skylight dome yellowing**

VELUX warrants to the end-user that the yellowness index of clear acrylic and polycarbonate skylights shall be less than or equal to 0.3. This warranty pertains to models manufactured and sold after May 1, 2006 and is not limited to, those found in clearing agents that may cause physical reaction with the components of the skylight not covered by this warranty.

VELUX supplied steel curbs – VELUX will not be responsible for any damages to persons or properties, including the Covered Product itself, caused by any unauthorized attempt to repair or replace the product without authorization from VELUX.

VELUX dome skylight; aluminum curbs; blinds; manual, solar and electric controls; skylight and SUN TUNNEL skylight accessories**

VELUX warrants to the end-user that the products listed below will be free from defects in material and workmanship.

Do not attempt to repair or replace the product without authorization from VELUX. VELUX will not be responsible for any damages to persons or properties, including the Covered Product itself, caused by any unauthorized attempt to repair or replace the product without authorization from VELUX.

VELUX products with a 1 year limited warranty

For a period of (1) one year from the date of purchase, VELUX warrants to the end-user that the products listed below will be free from defects in material and workmanship.

VELUX dome skylight; aluminum curbs; blinds; manual, solar and electric controls; skylight and SUN TUNNEL skylight accessories**

VELUX products with a 90 day limited warranty

For a period of (90) ninety days from the date of purchase, VELUX warrants to the end-user that the product listed below will be free from defects in material and workmanship.

General exclusions and limitations applicable to all warranties

The warranty period begins from the date the VELUX product is purchased by a VELUX dealer and must be substantiated by the original invoice or sales receipt. If the purchase date is not substantiated, the warranty will begin on the date of manufacture as indicated on each product.

The warranty does not cover any labor cost associated with the installation of replacement products or components if VELUX chooses not to repair the product. Replacement products or components shall not be excluded from the original warranty period. VELUX reserves the right to provide a similar replacement product or component if the original product is no longer available by the time of any warranty claim. This warranty does not cover the cost of specialty equipment, such as cranes, beams, trucks, platforms, scaffolding or any other equipment used in the repair or replacement of the product. Shipping for a replacement product or component under warranty is free only within the continental United States.

VEXLUX Europe

VELUX products include, but are not limited to, those found in clearing agents that may cause physical reaction with the components of the skylight not covered by this warranty.

Other rights

The above warranties give you specific legal rights, and you may have other statutory rights, which vary by State or country.

SUN TUNNEL skylight – polycarbonate yellowing

VELUX warrants to the end-user that the products listed below will be free from defects in material and workmanship.

VELUX SUN TUNNEL skylight – polycarbonate yellowing

VELUX supplied steel curbs – VELUX will not be responsible for any damages to persons or properties, including the Covered Product itself, caused by any unauthorized attempt to repair or replace the product without authorization from VELUX.

VELUX dome skylight; aluminum curbs; blinds; manual, solar and electric controls; skylight and SUN TUNNEL skylight accessories**

VELUX products with a 1 year limited warranty

For a period of (1) one year from the date of purchase, VELUX warrants to the end-user that the products listed below will be free from defects in material and workmanship.

The warranty period begins from the date the VELUX product is purchased by a VELUX dealer and must be substantiated by the original invoice or sales receipt. If the purchase date is not substantiated, the warranty will begin on the date of manufacture as indicated on each product.

The warranty does not cover any labor cost associated with the installation of replacement products or components if VELUX chooses not to repair the product. Replacement products or components shall not be excluded from the original warranty period. VELUX reserves the right to provide a similar replacement product or component if the original product is no longer available by the time of any warranty claim. This warranty does not cover the cost of specialty equipment, such as cranes, beams, trucks, platforms, scaffolding or any other equipment used in the repair or replacement of the product. Shipping for a replacement product or component under warranty is free only within the continental United States.

VELUX dome skylight; aluminum curbs; blinds; manual, solar and electric controls; skylight and SUN TUNNEL skylight accessories**

VELUX products with a 90 day limited warranty

For a period of (90) ninety days from the date of purchase, VELUX warrants to the end-user that the product listed below will be free from defects in material and workmanship.

General exclusions and limitations applicable to all warranties

The warranty period begins from the date the VELUX product is purchased from a VELUX dealer and must be substantiated by the original invoice or sales receipt. If the purchase date is not substantiated, the warranty will begin on the date of manufacture as indicated on each product.

The warranty does not cover any labor cost associated with the installation of replacement products or components if VELUX chooses not to repair the product. Replacement products or components shall not be excluded from the original warranty period. VELUX reserves the right to provide a similar replacement product or component if the original product is no longer available by the time of any warranty claim. This warranty does not cover the cost of specialty equipment, such as cranes, beams, trucks, platforms, scaffolding or any other equipment used in the repair or replacement of the product. Shipping for a replacement product or component under warranty is free only within the continental United States.

VELUX dome skylight; aluminum curbs; blinds; manual, solar and electric controls; skylight and SUN TUNNEL skylight accessories**

VELUX products with a 1 year limited warranty

For a period of (1) one year from the date of purchase, VELUX warrants to the end-user that the products listed below will be free from defects in material and workmanship.

VELUX dome skylight; aluminum curbs; blinds; manual, solar and electric controls; skylight and SUN TUNNEL skylight accessories**

VELUX products with a 90 day limited warranty

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The warranty does not cover any labor cost associated with the installation of replacement products or components if VELUX chooses not to repair the product. Replacement products or components shall not be excluded from the original warranty period. VELUX reserves the right to provide a similar replacement product or component if the original product is no longer available by the time of any warranty claim. This warranty does not cover the cost of specialty equipment, such as cranes, beams, trucks, platforms, scaffolding or any other equipment used in the repair or replacement of the product. Shipping for a replacement product or component under warranty is free only within the continental United States.

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