



Green Mountain Window Co.

SERVICE REQUEST FORM

DEALER MUST FILL OUT IN FULL FOR PARTS ONLY OR PARTS AND LABOR

Note:

1. *Parts covered under warranty will be delivered to the original dealer for no charge or shipped directly to the customer with a shipping and packaging charge (or can be picked up in Rutland, VT).*
2. *Please verify that all service requests are not installation related and are fully covered under warranty prior to submitting. Contact your sales representative with any questions.*
3. *Completed forms should be given to your outside sales representative (territory manager). If your representative isn't available fax completed form to 802-747-7864 or mail to 92 Park St., Rutland, VT 05701. Incomplete forms can not be processed.*

Dealer Information:

Name: _____ Contact Name: _____

Phone: _____

Homeowner Information:

Name: _____ Phone: _____

Address: _____

Job Information: (G.M.W. can not provide parts or service without a copy of the original order)

Original Job Order # _____ (Listed on original G.M.W. acknowledgment and invoice)

If paperwork is unavailable the order number is stamped on side of double hung sash or imprinted in the glass spacer of casements / awnings. Dealer's paperwork is always the easiest way to determine the order number.

Original Dealer P.O. # or Name _____

GWM Invoice Number: _____ GMW Invoice Date: _____

Dealer Representative Comments:

Name of dealer representative that inspected product at the jobsite: _____

Date representative visited jobsite: _____

Please answer the following questions (circle one):

- a. Installation was checked and determined not to be a cause of the problem: Y N
- b. Service required: Parts Only Parts and Labor
(note: labor is covered under warranty for one year from invoice date)
- c. If labor is required and covered by warranty, does homeowner need to be informed before work begins? Y N
- d. Please provide a description of the problem and your opinion of work required (please send photos):

- e. Identify which items on the original order are being referenced by listing the line numbers from the original order or copying the order and circling the items.
- f. For insulated glass seal issues between 10 and 20 years old we will provide a quote for the portion of glass cost that is not covered thru the warranty before placing an order.

To be completed by Green Mountain Window:

Date service request was received: _____ GMW service number: _____

Date service was completed: _____ Service completed by: _____

Service or Sales rep. comments: