



WARRANTY & SERVICE REQUEST FORM

Head Office 70 Rideout Street Moncton, NB E1E 1E2 Canada T. 506.853.8080 F. 506.853.9344	NB, NL & PEI Branch 615 St. George Boulevard Moncton, NB E1E 2C2 Canada T. 506.853.8888 F. 506.859.8808	Nova Scotia Branch 1380 Cole Harbour Road Dartmouth, NS B2V 1N6 Canada T. 902.434.4804 F. 902.462.1983	Maine, USA Branch 20 Lithgow Street Winslow, ME 04901 USA T. 207.872.0888 F. 207.877.0888
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Please read carefully and fill out all required fields. Claims with incomplete or missing information will not be processed. Fields indicated in italics are optional. 04-404

PERSONAL INFORMATION:

First Name _____ Last Name _____
 Home Address _____
 City _____ Province _____ Postal Code _____
Mailing Address (If different from above) _____
 City _____ Province _____ Postal Code _____
 Home Telephone _____ Cell _____ Business _____
 Email _____ Fax _____

PRODUCT INFORMATION:

PRODUCT TYPE Casement Slider Door
 Date product was Purchased/Installed _____
 Contractor/Installer _____
 Make _____ Series _____
 Date problem first occurred _____
 Address _____
 Telephone _____
 For the ALLSCO product, are you the original owner? Yes No
 Has your contractor been contacted? Yes No
 Is this a first time service? Yes No If "No", indicate # of past visits _____

PURCHASED FOR Renovation New Construction Mini Home Modular Home Other _____
Product Order # _____ (Located on the window sticker which says "DO NOT REMOVE")

NATURE OF COMPLAINT Seal Failure Draft Bowed Sash Water Leak Glass Problem
 Hardware Slider Operating Problem Casement Operating Problem Other _____

If you are original owner, please provide a copy of the receipt or contractor's invoice. Please read instructions attached to this form for definitions. In order to assist us in processing, you may wish to provide us with the picture of your window/door.

PLEASE DESCRIBE THE PROBLEM IN DETAIL: _____

PLEASE PROVIDE US DIRECTIONS TO YOUR HOME:

FOR OFFICE USE ONLY:

Zone _____ **Date received** _____
Code _____ **Reviewed by** _____

I hereby authorize Allsco to contact my Contractor/Installer for confirmation of above provided information and to make all necessary repairs. Should the required repairs (labor and/or materials) not be covered under the warranty, I have read and understood all terms, conditions, applicable fees and charges attached to this claim. I hereby acknowledge that the above information is accurate and correct, to the best of my knowledge.

Customer Signature _____ Date _____

Please mail this form to:

ALLSCO Building Products Ltd., Customer Service, 70 Rideout St., Moncton NB Canada, E1E 1E2 or fax to: (506) 853-9344
 ALLSCO Service Department will contact you within one week of receipt of claim form.

PLEASE COMPLETE AND FAX RESPONSE TO 506.853.9344

www.ALLSCO.com

REVISED JUNE 21, 2009

WARRANTY TERMS & CONDITIONS

Eligible warranty is a function of the written ALLSCO warranty offered at time of purchase. All ALLSCO Windows and Doors benefit you with a full **one-year factory workmanship warranty**, which covers general workmanship/labour. Glass breakage of any kind is NOT covered under warranty.

	Before 1993	1993-1997	1998-2002	2003 +
Vinyl	25 years	40 years	Lifetime	Lifetime
Thermo	5 years	10 years	10 years	Lifetime 10 years "Signature"
Hardware	1 year	5 years	5 years Lifetime "Truth" Hardware	Lifetime
Door Slabs	5 years	5 years	5 years	5years

Glass breakage of any kind is NOT covered under warranty.

This warranty shall become null and void, as a result of:

- Product (s) damaged by accident, improper handling and/or storage, settlement or structural building defects.
- Improper or faulty installation of product (s) – please refer to manufacturers printed instructions.
- Product which has been modified, repaired or tampered with by anyone other than an authorized ALLSCO representative/technician.
- Any misuse or abuse to the product (s) (e.g. painting or use of harmful solvents), or failure to use reasonable maintenance.

APPLICABLE FEES AND CHARGES:

- There is a \$75.00 investigation fee to take measurements and/or order replacement parts, should the customer not be able to provide this or it is deemed necessary.
- If the product is currently under warranty, there is only a \$75/hour labor charge to replace product (s). Subsequent hours \$59/hour.
- If the product is no longer under warranty, there is a \$75/hour labor charge plus the cost of parts/materials. Subsequent hours \$59/hour.
- For requested service work, an estimate will be given, and must be deemed accepted, prior to completion of any work.
- All fees are payable upon completion of the work by cheque or cash.

For phone numbers, e-mails, news, instructions, terminology and definitions refer to ALLSCO website at www.allSCO.com