

Customer Care Warranty Request



Please complete all relevant sections below. Note: a charge will be made if the products are not of JELD-WEN supply or responsibility.

SUPPLY DETAILS	Acknowledgement No.*	Advice or Invoice No.*	Customer Order No.*
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THESE MUST BE COMPLETED*

MERCHANT / HOUSE BUILDER DETAILS

Company Name*	Branch/Region*	
Tel Number(s)*	Postcode*	
Fax Return Number*	Email*	
Surname*	Initial*	Title*

SITE / BUILDER DETAILS (if applicable)

Surname*	Initial*	Title*
Company Name*	Site Name*	Plot*
Address*	Town*	
Postcode*	Tel No(s)*	Email*

OCCUPIER DETAILS / PRODUCT ADDRESS – (Only complete if the property is OCCUPIED)

Surname*	Initial*	Title*
Address*	Town*	
Postcode*	Contact Tel No(s)*	Email*

PRODUCT DETAILS*

WINDOWS (Tick as applicable) ✓	INTERNAL DOORS (Tick as applicable) ✓	STAIRCASES (Tick as applicable) ✓
STORMSURE	MOULDED PLAIN	RISERS
ELEGANCE	MOULDED 'H/BUILDER' SPEC	BALUSTERS
SLIDING SASH	VENEER	CAPS & DROPS
REGAL BOX SASH	FLUSH, FOIL, PLY, H'BOARD	PRE-ASSEMBLY LANDING
DREAMVU	FEATURE, OAK	TREADS
OTHER ITEM (Please state product)	SHAKER	STRINGS
	PAIRS	NEWELS
PATIOS (Tick as applicable) ✓	ROOM FOLD	HANDRAILS
OAK CANBERRA FOLD SLIDING / FRENCH	OTHER ITEM	APRON LININGS
WELLINGTON FOLD SLIDING / FRENCH	EXTERNAL DOORS (Tick as applicable) ✓	BULLNOSE
OAKFOLD FOLDING SLIDING	FEATURE	WINDERS THREADS
FARNDALE SINGLE/DOUBLE DOORSET	BOARDED	STRUCTURAL NEWELS
DREAMVU™ SINGLE AND DOUBLE	INTERNAL DOORSETS	CAPPINGS
FENTON SLIDING	EXTERNAL DOORSETS	PRE-ASSEMBLY RAKING
OTHER ITEM	OTHER ITEM	OTHER ITEM
WINDOW & PATIO PRODUCTS FAX TO 0800 138 1013 EMAIL siteservices@jeldwen.com	DOOR PRODUCTS FAX TO 0800 138 1307 EMAIL doorsuk@jeldwen.com	STAIR PRODUCTS FAX TO 01664 504153 EMAIL stairsuk@jeldwen.com

Description of problem and observations:* Please attach photographs to highlight issue

Signature*	Printed*	Date*
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JELD-WEN USE ONLY		
C C Ref	Date Raised	JW Contact