



Customer Care Warranty Request Form

WINDOW & PATIO PRODUCTS
E: siteservices@jeldwen.com

DOOR PRODUCTS
E: customer.care@jeldwen.com

STAIR PRODUCTS
E: stairuk@jeldwen.com

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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ALL SECTIONS MUST BE COMPLETED OR MAY DELAY YOUR ORDER

Merchant / House builder details

Surname: _____ Initial: _____ Title: _____
 Company Name: _____ Branch/Region: _____ Postcode: _____
 Tel Number(s): _____ Email: _____

Site / Builder details (if applicable)

Surname: _____ Initial: _____ Title: _____
 Company Name: _____ Site Name: _____ Plot: _____
 Address: _____ Town: _____
 Postcode: _____ Contact 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) <input checked="" type="checkbox"/>	Internal Doors (tick as applicable) <input checked="" type="checkbox"/>	Staircases (tick as applicable) <input checked="" type="checkbox"/>
Elegance	Moulded	Risers
Stormsure Energy +	Moulded - Painted or Undercoated	Balusters
Stormsure Oak / Standard / Regency	Flush - Real Wood Veneer	Caps & drops
Regal Box Sash	Flush - Foil	Pre-assembly landing
Sliding Sash	Flush - Paintgrade	Treads
Other item (Please state product)	Flush - Paintgrade Premium	Strings
	Oak Timber Feature	Newels
Patios (tick as applicable)	Primed Timber Feature	Handrails
Oak Canberra Fold Sliding / French	Room Divider	Apron linings
Darwin Fold Sliding / French	Internal Doorset	Bullnose
Bedgebury/Kinsley Folding Sliding / French	Internal Door Kit	Winders threads
Farndale Single / Double doorset	External Doors (tick as applicable)	Structural newels
DreamVu™ Single and Double	Boarded doors & gates	Cappings
Fenton Sliding	Garage door	Pre-assembly raking
Other item:	Other item:	Other item:

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

Signature: _____ **Printed:** _____ **Date:** _____

JELD-WEN USE ONLY		
C C Ref	Date Raised	JW Contact