



Damage, Missing Part, Warranty Claim Form - 2021

Proper completion and submittal of this form is required to start review of all claims.

*Claims of damage & missing parts are handled by Customer Service Representatives for the first 30 days after initial delivery.
 After 30 days from initial delivery all claims are handled by the Warranty Department.*

FAX OR EMAIL COMPLETED FORM AND PHOTOS TO - FAX: (570)-655-3242

EMAIL: warranty@interstatebldg.com	
Check: Warranty <input type="checkbox"/>	Warranty Claims Start 30 days after Delivery

EMAIL: service@interstatebldg.com		
Check: Damage <input type="checkbox"/>	Missing <input type="checkbox"/>	Other <input type="checkbox"/>

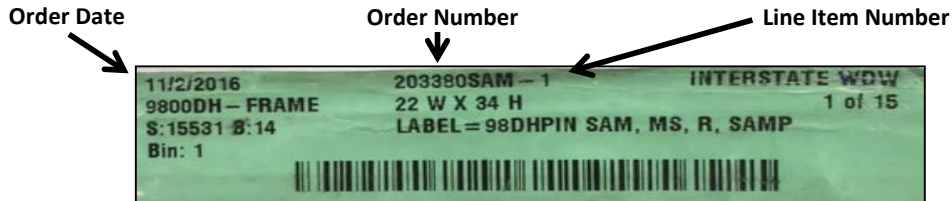
Date:		Dealer Company Name:		Dealer Contact Name:	
Contact Telephone:	City:	State:	Zip:		

Property Owner (when applicable):

Property Owner Name:			Phone:		
Address:	City:	State:	Zip:	BEST TIME TO CALL:	AM PM

Note: The information needed to process this request is on a label located up inside the head of windows, and at various points of the frame exterior (accessible only before installation). At the Top/Center of each label is a six digit number that may be followed by a letter(s), with a dash and number, immediately after the dash. These are the Order number and specific line item number for that unit. The Order Date is located in the upper left corner of the same label.

This information requested on this form is required to proceed with any service or warranty request.



***INTERSTATE ORDER #:**
 * REQUIRED

ORDER DATE:
 DELIVERY DATE:

Photos of the requested warranty/parts claim are required on each item listed below. We require a close-up photo of the issue, and photo's of the entire unit from both interior & exterior. Please insure all photo's are in focus, clear, and issue is easily viewable to avoid delays in processing your request.

LINE ITEM #	BRIEF DESCRIPTION OF ISSUE	PARTS NEEDED TO COMPLETE	PHOTOS ATTACHED	PARTS ONLY	SERVICE TECH REQUESTED - (FEE MAY BE APPLICABLE)
			YES		

Submission of this form is to initiate the Interstate review process only and does not guarantee that any part of the claim will be covered under warranty. Issues determined to be a result of incorrect ordering, improper handling, and/or faulty or improper installation may incur additional charges for Parts and/or Service fees. Interstate may require return of all defective parts for inspection before claim will be reviewed. All non-warranty issues will incur the standard charges. Concealed damage requests are valid only within 7 days of delivery. Failure to submit this form or incomplete information may cause a delay in reviewing or processing a claim. The validity of all claims are at the sole discretion of Interstate Window & Door Company.