INTERSTATE WINDOW & DOOR
SERVICE DEPARTMENT
Toll Free: 800.338.9997
Fax: (570)-655-3422

Damage, Missing Part, Warranty Claim Form - 12/24

Please note: This claim form will NOT be considered unless the proper information is submitted.
Please be sure to fill out this form in its entirety in order to expedite your claim.

FAX OR EMAIL COMPLETED FORM AND PHOTOS TO - FAX: (570)-655-3422

EMAIL: service@interstatebldg.com

Check: Damage ☐ Missing ☐ Other ☐

***INTERSTATE ORDER #:**
**** REQUIRED***

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: Information needed to process this request is on a label located up inside the head of window, and at various points on the frame exterior (accessible only before installation). Each label has a six digit number that may be followed by a letter(s), occasionally with a dash and numbers. These are the Order number and specific line item number for that unit.

The information requested on this form is required to proceed with any service request.

Photos of the requested warranty/parts claim are required on each item listed below. Please ensure all photo's are in focus and issue is easily viewable to avoid delays in processing. If proper information and photos are not supplied, we may not be able to determine if your claim meets the requirements of the Warranty and may process the claim as billable or charged item(s).

Photos necessary to send with this claim form:

- ***Entire window unit from 10 ft. away***
- ***Close-up shot of damage***
- ***Interior shot***
- ***Exterior shot***
- ***Entire Screen***
- ***Entire Sash***

LINE ITEM #	*BRIEF DESCRIPTION OF ISSUE*	PARTS NEEDED TO COMPLETE	SERVICE TECH REQUESTED

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 improper installation may incur charges for Parts Interstate may require return of all defective parts for inspection before claim will be reviewed. All non-warranty issues will incur standard charges. Concealed damage requests are valid only within 14 days of delivery. The validity of all claims are at the sole discretion of Interstate Window & Door Company.