

**Consumer Services
CertainTeed Corporation**

803 Belden Road
Jackson, MI 49203
Toll Free #: 888.454.7218
Email: windowwarranty@certainteed.com



WARNING: Any missing information will DELAY our response

Name: _____ Name: _____
(home/property owner – first and last name) (spouse or secondary owner, if any)

Complaint Address: _____ Mailing Address: _____

City, State, Zip: _____ City, State, Zip: _____

Phone #: _____ Email: _____



2. Date of product installation: Month _____ Day _____ Year _____

3. Did you own the property when the product was installed?
Answer Yes, if you purchased or had built a new construction property. In other words, were you the first person to physically live/reside within the property? Yes No

4. Photos are REQUIRED:

- **Photos of CertainTeed Name or Logo** (if present): To identify CertainTeed as the manufacturer.
- **Full Wall Photos:** Front, Back, Left & Right.
- **Close Ups:** Take as many close up photos as necessary to show the concern plus any hardware issues or labels.



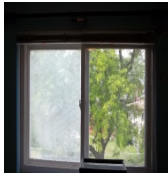
FRONT



Front Close Up Photos (s)



BACK



Back Close Up Photos (s)



LEFT



Left Close Up Photos (s)



RIGHT



Right Close Up Photos (s)

5. *Glass Issues: Indicate visible glass sizes & quantity. Window 1 Height _____ Width _____ Qty _____

THIS INFORMATION IS REQUIRED

Window 2 Height _____ Width _____ Qty _____

(For additional windows, please use the reverse side of the form to include the height, width & qty information.)

Window 3 Height _____ Width _____ Qty _____

Window 4 Height _____ Width _____ Qty _____

6. Hardware Issues: Please indicate the window style and color. (NOTE: Please provide photos/samples of affected components.)
Indicate how many pieces are affected. # _____
 Single Hung Double Hung Awning **Color:** White
 Slider/Glider Casement Geometric Tan
 Bay/Bow Picture Patio Door Other _____

7. Describe the issue or problem. _____

8. # of Windows affected on each wall. Front _____ Back _____ Left _____ Right _____

* Glass Unit, defined as a single, double pane piece of glass surrounded by a vinyl frame. For example a common double hung window has two glass units.