

Winchester Industries
Customer Service Request Form

To expedite your customer service needs please complete the following information and
Return to Winchester via postal mail to the following:

Winchester Industries • Customer Service • P.O. Box 160 • Saltsburg, PA 15681

Be advised that this returned form is not accepted via fax or email.

NAME: _____

ADDRESS: _____

CITY _____ State _____ Zip _____

Phone # (_____) _____ Cell # (_____) _____

Email: _____

Please send us copies of the following:

- 1) Contract of original purchase
- 2) Copy of latest utility bill or copy of current Driver's License (address verification)
- 3) Copy of warranty issued

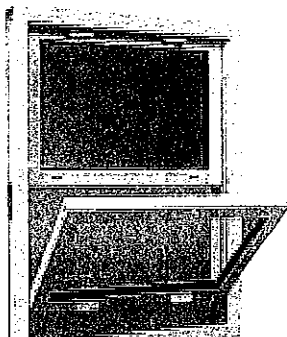
Please look for an IBM Sticker in the header of the problem window (top frame, horizontal section) for the information to complete the section below:

BRISTOL WORK ORDER #: _____ CUSTOMER #: _____

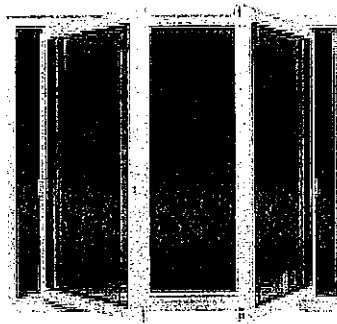
WINCHESTER ORDER #: _____ ITEM NUMBER: _____

MODEL COMPONENT: _____ MANUFACTURED SIZE: (width x height) _____

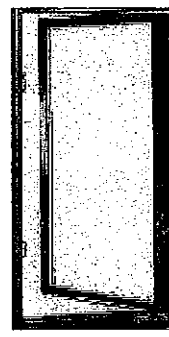
* The above mentioned sticker will be found in the header or master frame of your windows. Unlock your window and look directly up into the master frame, you will find a sticker approximately 3" long with all of the information needed to fill out this form.



Double Hung



Slider

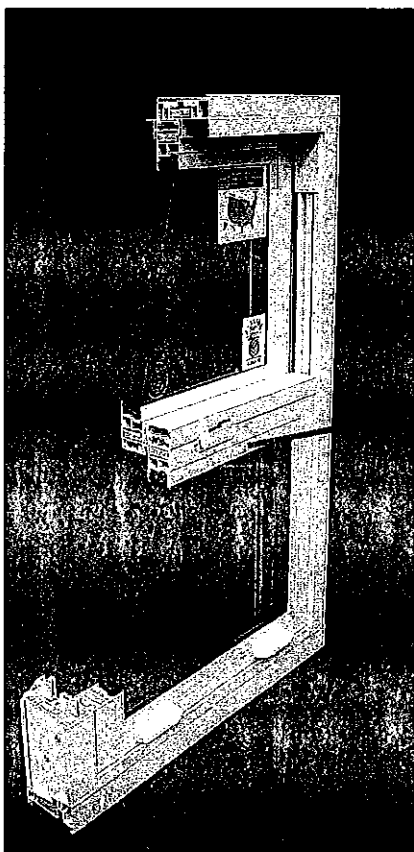


Casement

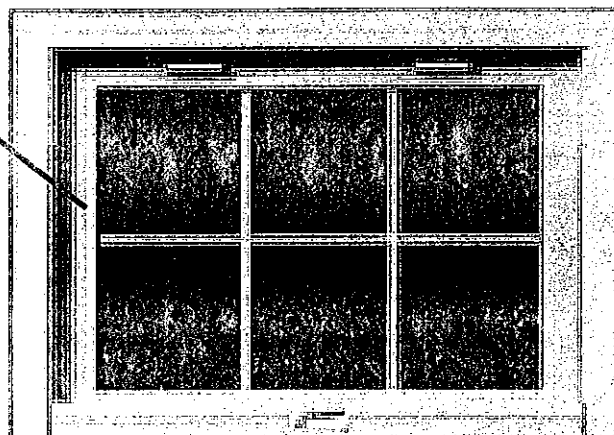
Brief description of the problem:

(Please describe the type of window you have, see bottom of page one for pictures.)

If the above information is not filled out completely/ we may not be able to process your claim as quickly. If you can not find the above mentioned sticker, (for failed glass packs), please give a visible glass measurement (do not include the glazing strips that run along the sash frame, * see diagram) along with a copy of your contract from the Bristol Distributor.



Glazing Strip



Please refer to your warranty which states, you the Customer are responsible for the cost of packaging and shipping of warranted parts along with the installation costs. Before we will begin manufacturing of replacement parts, we will contact you with the costs involved in packaging and shipping and any chargeable material cost. If applicable, upon receipt of the money Winchester will then manufacture and send out the needed items to you.

BRISTOL WORK ORDER NUMBER: _____

WINCHESTER ORDER NUMBER: _____

ITEM NUMBER: _____ MODEL COMPONENT: _____

MANUFACTURED SIZE: (width x height) _____

CUSTOMER NUMBER: _____

BRISTOL WORK ORDER NUMBER: _____

WINCHESTER ORDER NUMBER: _____

ITEM NUMBER: _____ MODEL COMPONENT: _____

MANUFACTURED SIZE: (width x height) _____

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MANUFACTURED SIZE: (width x height) _____

CUSTOMER NUMBER: _____

BRISTOL WORK ORDER NUMBER: _____

WINCHESTER ORDER NUMBER: _____

ITEM NUMBER: _____ MODEL COMPONENT: _____

MANUFACTURED SIZE: (width x height) _____

CUSTOMER NUMBER: _____

ATTENTION

PLEASE BE ADVISED, YOU THE CUSTOMER, ARE RESPONSIBLE FOR ANY CLAIMS TO BE FILED AGAINST A CARRIER FOR PRODUCT DAMAGED DURING SHIPMENT. PLEASE INSPECT YOUR PACKAGE WHILE THE DRIVER IS THERE TO REPORT ANY DAMAGES.

WINCHESTER INDUSTRIES IS NOT RESPONSIBLE FOR THE REPLACEMENT COSTS OF DAMAGED PRODUCT.