

Customer Warranty Request



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Customer Information

Date:
Distributor:
Contact to receive communications:
Phone:
Email:

Order Information

Order number:

Item numbers:

Door numbers:

Forte™ Opening Solutions Information

Attn: Inside Sales Team
Email: Your local representative
*All Warranty claims submitted via email.

Current Location of Doors

Address:
City, state, zip:
Jobsite contact if field repair utilized:
Are doors installed: Yes No
Special delivery needs: Yes No
(indicate in description of problem below)
Replacement door(s) to be shipped to:
 Above address
 Other:

Delivery call ahead:
Phone:

Detailed Description of Problem/Concern

Photos included.

(Photos to include measurements on machining preps whenever possible and stain color issues include approved Forte™ Opening Solutions color sample against the door(s) in question.)

Warranty Note

Forte Opening Solutions does not cover any expense relating to the removal or rehang of a door when any defect for which the door is being rejected was apparent prior to installation. All concealed damage must be reported within 5 business days of delivery.

Was damage signed for? Yes No

Customer Recommendation

- Replace (Indicate important dates for job completion that Forte Opening Solutions needs to be aware of):
- Repair (If repair not arranged by Forte Opening Solutions, estimate for price of repair to be included.)
- Any other job considerations, charges, concerns, etc., please provide description below.