

WARRANTY CLAIM GUIDE FOR EXTERIOR DOORS

- i. Before we can schedule an on-site inspection, please submit your claim in writing along with supporting documentation (such as photos, videos, documents, and proof of purchase). Please note that this Warranty Claim Guide is not a claim form. Instead, you should use this guide to identify all the information required for us to schedule an on-site inspection. You can submit your claim via email at support@ewdoors.com or via mail to 2000 NW 95th Avenue, Doral, FL 33172.

PART 1: INFORMATION

1. PRIMARY INFORMATION

A. Name

- i. Provide the contact's first and last name for scheduling an on-site inspection.

B. Email

- i. Provide the contact's primary email address.

C. Phone

- i. Provide the contact's primary phone number.

D. Address

- i. Provide the address for the on-site inspection.

E. Proof of Purchase

- i. Provide the Purchase Order # to EWD, or the EWD Sales Order or Invoice #.

PART 2: PRELIMINARY ASSESSMENT

1. COVERAGE

A. Limited Warranty

- i. Which Limited Warranty applies to the product?
 - Standard Exterior Doors
 - Exposure-Rated Exterior Doors

2. CONDITION

A. Overhang

- i. If the applicable Limited Warranty is Standard Exterior Doors, is the product meeting the overhang condition?
 - Yes
 - No

B. Protection

- i. If the applicable Limited Warranty is Exposure-Rated Exterior Doors, is the product meeting the protection condition?
 - Yes
 - No

3. POTENTIAL DEFECT

A. Defect

- i. Indicate the potential defects applicable to the product, and provide a detailed description related to or associated with the potential defect?

EXAMPLE: We are experiencing an operational issue with our door, as it is very difficult to lock and unlock. To get the lock to engage or disengage, we have to pull the door from the inside or push it from the outside. The locking mechanism feels like it is getting stuck during operation.

- Warp
 - Surface Checking
 - Small Splits
 - Expansion or Contraction
 - Operation and Function
 - Finish Defects
 - Imperfections in Glass
 - Other
4. REQUIRED MEDIA
- A. Photos
- i. The Full Exterior View must capture the full projection of the overhang and the surrounding structure.
- Full Exterior View (Centered)
 - Full Exterior View (Left)
 - Full Exterior (Right)
 - Full Interior View
 - Close-Up of Defects