

WINCHESTER INDUSTRIES

500 Leech Avenue • P.O. Box 160 • Saltsburg, PA 15681-0160
 (724) 639-3551 Fax: (724) 639-8459 • www.winchesterwindows.net

**To expedite your customer service needs please complete the following information
 And return to Winchester via postal mail or email to the following:**

500 Leech Ave., Saltsburg, PA 15681 • customerservice@winchesterwindows.net

CUSTOMER NAME (PURCHASER): _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE # (_____) _____ CELL # (_____) _____

EMAIL ADDRESS: _____

Please send 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: _____ MFG. SIZE (W x H): _____

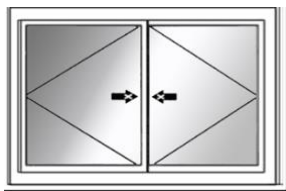
WINDOW WORK ORDER NO.		ORDER NO.	WORK ORDER ITEM NO.	MANUFACTURING SIZE	
				WIDTH	HEIGHT
MODEL/ COMPONENT	JOB IDENTIFICATION				
CUSTOMER NO.	WINDOW LOCATION				

*The sticker will be found in the header of the 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.

Entry Door Sticker is on hinge side; Patio door (no label – must refer to warranty for Winchester Order #)



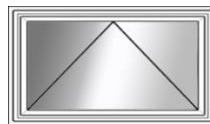
Double Hung



Slider



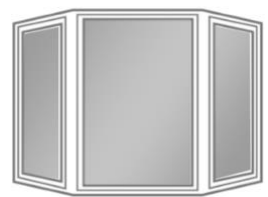
Casement



Awning



Picture



Bay/Bow

Customer Name: _____ Date: _____

Winchester Order # _____ Customer # _____

Please Check Type of window(s) or door(s) you have:

- ___ Double Hung ___ Slider ___ Casement ___ Awning ___ Picture Wd.
- ___ Bay/Bow ___ Garden ___ Hopper/Basement ___ Shape
- ___ Entry Door ___ Entry Door Sidelite ___ Transom ___ Patio/Sliding Door

Brief description of the problem:



If the above information is not filled out completely/ we may not be able to process your claim as quickly. If you cannot 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/Oxford Dealer.

In the event you are unable to locate the sticker your warranty has the information needed to complete this form.

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 chargeable material cost, if any. If applicable, upon receipt of payment due, Winchester will then manufacture and send out the needed items to you.

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.

Customer Name: _____ Date: _____

Winchester Order # _____ Customer # _____

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) _____

CUSTOMER NUMBER: _____

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) _____

CUSTOMER NUMBER: _____