

SCENIX WARRANTY CLAIM OR PARTS REQUEST

Thank you for contacting Scenix Product Support.
We look forward to assisting you. Please take
a few minutes to provide us with some
background on your Scenix product.



Today's Date _____

I am the: _____Property Owner _____Dealer/Distributor _____Installer

If you are the Property Owner, are you the original owner of the windows? _____YES or _____NO

Briefly describe the issue:

Where was the product purchased?

Date of purchase?

Please provide a copy of the proof of purchase or reference number if possible.

Have any prior claims
been made regarding
the performance
of the windows?

_____YES or _____NO

If Yes, what claim, or claims have been documented?

Please provide and list the serial numbers for each window involved. The serial number can be found behind the bottom screw cover. Each window will have its own serial number.

What color are the windows?

Were the windows professionally installed? If yes, who was the installer?

Has the installer been contacted?

_____YES or _____NO

Has the installer been on site to evaluate the issue? _____YES or _____NO

If Yes, what was the outcome of the evaluation?

Parts needed to complete (if known)

DAYTIME PHONE NUMBER

EMAIL ADDRESS

NAME

ADDRESS

CITY

STATE

ZIP

Please email the completed form, including a copy of your proof of purchase to:

support@scenixproductsupport.com



**WE WILL CONTACT YOU
FOLLOWING REVIEW OF
THIS INFORMATION.**

The completed information will help us determine the appropriate solution to your situation in as timely a manner as possible. Submitting this form to initiate Scenix Product Support review does not guarantee that any part of the claim will be covered under warranty. Original Warranty Limitations, including but not limited to improper use of the product, lack of proper care and maintenance, damage resulting from improper installation, misuse, improper handling or incorrect ordering may factor into the validity of the claim.