

# AFTERSALES ENQUIRIES

If you have any questions about your windows or doors, require replacement parts or accessories, or need to enquire about your warranty, please use this form.

Please supply as much information as possible and we will do our best to resolve your query. A representative from Westcoast Windows will be in touch within 48 hours to acknowledge receipt of your enquiry. If you have not heard anything after this time please call us on the number below.

**Please download this pdf, complete the form, save the pdf and attach it to an email, along with any supporting photographs, to: [info@westcoastwindows.com](mailto:info@westcoastwindows.com)**

TITLE:  FIRST NAME:  SURNAME:

ADDRESS:

POSTCODE:

TELEPHONE:  MOBILE:

EMAIL:

ISSUE REPORTED:

DATE:  /  /

NUMBER OF PHOTOS ATTACHED TO YOUR ENQUIRY:



## PLEASE READ THE INFORMATION BELOW BEFORE SUBMITTING YOUR ENQUIRY

When contacting us, we request your name, email address, telephone number and address, plus any information regarding your enquiry. These are transmitted via email to our customer services team who use the information to deal with your query. This information is only ever shared with our Westcoast Windows Authorised Partners or Installers, and is never shared outside of this. In some circumstances, the data may be stored in our internal support system for further action. This data is store indefinitely for reference but you may request its deletion by contacting us.

Please visit our website for our full Privacy Policy and Terms & Conditions: [www.westcoastwindows.com](http://www.westcoastwindows.com)

### WARRANTY

Westcoast Windows provides a 10 year guarantee on windows, doors and closing mechanisms subject to damage caused by improper assembly, lack of maintenance, tampering or misuse.

Repair or replacement of the affected window or door includes direct labour cost for replacement and / or delivery, but not:

1. Costs for scaffolding and / or other means of installation.
2. Costs for other work required relating to the installation.
3. Costs for any finishing work such as carpentry, painting work, etc.

### GLASS WARRANTY

Westcoast Windows provides a 10 years guarantee from the date of manufacture (stamped on the bar between the panes) that the windows remain free of condensation between the panes. The conditions of this warranty are as follows:

That the glazing work was performed in accordance with applicable MTK- regulations including the use of MTK-approved bonding material.

The insulating glass or the finished window is not subjected to abnormal stress during transport or handling.

That no post-processing in the form of cutting, grinding, etc. has occurred, nor painting, billboards, application of heat reflective coating and the like.

We can not be held responsible for cracking after insertion, relating to standard glass, insulating glass, laminated glass, etc., as these are usually caused by factors beyond our control.

### CLAIMING

Before making a warranty enquiry please check that your windows or doors have been installed and maintained in accordance with our Installation and Maintenance Instructions. Please check that your windows are marked with the P-Marking Label.

To make a warranty enquiry, please fill in the form on this page, providing as much information, including photographs where necessary.

Please check that all Westcoast ordering, site storage, handling, installation and maintenance instructions have been followed before requesting a site visit. Should we find that the problems are not due to a Westcoast materials or manufacturing fault or that any damage is not consistent with transport problems then we reserve the right to charge for the visit at £50 per hour including travel time and £0.50 per mile.

**PROJECT DETAILS**

PROJECT REFERENCE:  DATE ENQUIRY RECEIVED:  /  /

ISSUE IDENTIFIED:

RESOLUTION /WORKS REQUIRED:

CAUSE OF ISSUE:  FITTING  PRODUCT  OFFICE  USER  OTHER (SPECIFY BELOW)

NOTES:

SUPPLIER:  DISTRIBUTOR: (IF APPLICABLE)

**ASSOCIATED COSTS**

LABOUR:  MATERIALS:  MILEAGE:

CONTRA-CHARGE:  YES  NO CONTRA-CHARGE TO:

**RESOLUTION**

ISSUE RESOLVED?  YES  NO (SPECIFY BELOW)  
NOTES:

**CUSTOMER COSTS INCURRED**

I UNDERSTAND THAT I AM LIABLE FOR THE COSTS INCURRED AND AGREE TO PAY THE SUM OF:  
£  (IF NOT APPLICABLE PUT 'N/A')  
CUSTOMER PRINT & SIGN: