



Today's Date _____

Service Request Form

Homeowner

Dealer

Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone #s Work _____
 Cell _____
 Home _____

Name _____
 City _____
 Dealer Contact _____

Product Inspected by Dealer Representative? <input type="checkbox"/> Yes <input type="checkbox"/> No

Directions to jobsite (if map available or further directions, please attach)

MDI Invoice Number(s) (Please attach copy of original invoice) _____
 Product size/color/description : _____
 Date of Purchase : _____
 Complete description of concern :

Product within 1 year of purchase date? Yes (MDI Sales initial _____) No
 Problem is an installation concern? Yes No
 Chargeable service to homeowner? Yes No
 Homeowner is aware of MDI billable service policy? Yes (Cust. Initial _____) No

Product that is past 1 year of date of purchase will be repaired at a cost to homeowner. Our labor rate to install warranty parts past 1 year of date of purchase is a \$150.00 fee for first hour of service (1 hour minimum) plus \$15.00 per every 15 minutes thereafter. Payment is due from homeowner at time of service.

Customer Initial _____

<i>By signing below you are stating that the service requested was completed to your satisfaction.</i>	
_____	_____
Homeowner's Signature	Date

(MDI Sales Use)

Responsibility Code (1) _____ (2) _____

Responsibility Codes

- | | | |
|------------------------------|-----------------|-----------------------------------|
| TT - Therma-Tru | OD - Owens Door | MDI - Millwork Distributors, Inc. |
| WW - Windsor-Pinnacle | QP - QPF | CS - Customer Service |
| WND - Windsor-Next Dimension | FL - Frontline | HO - Homeowner |
| OC - Old Castle | OT - Other | Con - Contractor |
| | | DR - Dealer |



SERVICE POLICIES

Product problems may arise during the course of manufacturing, delivery, or installation of MDI products. Prompt and responsive service is the best form of advertising for everyone involved. To this end, Millwork Distributors offers several methods of ensuring customer satisfaction after the sale, creating long term growth and satisfaction in our partnership with our customers.

Normal Service and Adjustments

It is the responsibility of the dealer to make the initial inspection of the affected product to insure the following:

1. Proper product data is collected which is necessary to insure quick response with appropriate material and labor (i.e.: product style, color, age, warranty code, jamb depths, manufacturer, etc.)
2. Verify that product was provided by MDI.
3. Identify the cause of concern as a manufacturer defect or installation.

MDI Sales Representation is available to assist in collection of this information with the dealer representative.

Any replacement parts ordered due to manufacturer defect that can be easily installed by homeowner will be shipped direct to dealer at no charge. Replacement parts that are deemed to be above normal gauge of what can be easily installed by homeowner, and are still covered by material warranty as outlined by manufacturer will be installed by MDI service at no charge to homeowner for up to 1 year from date of purchase. This extension of manufacturer warranty is a goodwill offering by MDI. MDI, at it's option, may follow "material only" guidelines as specified by manufacturer warranty.

Installation Concerns

Installation concerns noted by dealer and/or MDI Sales Representation are not the responsibility of manufacturer or distributor to correct. MDI, at its option, will make installation corrections to MDI products at the rates as outlined below. These rates will be billed to the dealer or directly to the homeowner and are considered due at the time service is rendered.

\$150.00 for first hour (1 hour minimum)
\$15.00 per every 15 minutes after first hour.

Materials still within warranty/past 1 year from date of purchase

Manufacturer defects that fall into this classification (i.e.: 5 year old seal failure, 8 year old warped FC panel) are a material only basis as outlined by manufacturer warranty. However, if customer wishes to subcontract MDI Service to install affected part, we will do so at the rates as outlined above. Billing is direct to homeowner and is due at the time service is rendered.

All requests for MDI service must be accompanied by the completed service request form attached. To insure proper and responsive service to your customer, all requested information on the attached form must be given to MDI Sales Representative or faxed directly to MDI at (800)233-3115. Copies will be e-mailed to MDI Sales Representative for follow-up. All orders for warranty replacement parts will require inspection of product by your MDI Sales Representative. Do not submit no charge warranty service without approval from your MDI Sales Representative.
