



Today's Date _____

Warranty Service Request Form

Homeowner

Dealer

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

Name _____
 City _____
 Dealer Contact _____
 Email _____

MDI will use email as well as phone as communication for service. Emails (when provided) will be used to remind both the homeowner and the dealer contact of service to occur the day before service is to arrive. If service is not completed on that date, communication will follow.

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
- Weatherstrip installed correctly? Yes No N/A
 Corner seal pads installed correctly? Yes No N/A
 Is install plumb and square? Yes No N/A
 Are install screws installed? Yes No N/A
 Is the strike plate adjusted correctly? Yes No N/A
 Is the sill cap height adjusted correctly? Yes No N/A

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 \$50.00 fee per hour of service plus \$1.00 per mile traveled from MDI to jobsite. Payment is due from homeowner at time of service.

Disclaimer

MDI warranty service is not to complete or finish an install of any product. If MDI warranty service arrives to the conclusion that the root of the concern is due to an install issue or the lack of following the installation instructions provided by the manufacturer MDI will be compensated for their time by billing the dealer who did the inspection using the MDI billable service program (\$50 per hour, including drive time and service time, plus \$1.00 per mile travel from MDI to service site).

I have filled out this warranty service form to the best of my ability and I understand and agree to the disclaimer above.

Dealer _____

Date _____



WARRANTY 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. Inspect the cause and concern and identify the root of the problem to the best of their ability.

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.

\$50.00 per hour (drive time and service time) plus \$1.00 per mile from MDI to jobsite

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 emailed to your MDI Sales Representative.

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.
