

Heritage Window and Door Initial Quality Request Form

Dealer Contact and Original Job Information				Service Work Request <i>(pending approval from AW)</i>	
Dealer Name:				Requesting Service Work	<input type="checkbox"/>
City:		State:		Assign Service Work to AW Provider	<input type="checkbox"/>
Contact Name:				Jobsite Contact:	
Phone #:				Jobsite Contact Phone #:	
Original Order #:				Job Address:	
Line Item:				City:	
Panel Location #: <small>As viewed from Exterior Left to Right</small>				State:	
				Zip:	

Pictures Required for all Reports of Product Damage/Defects

Initial Quality Details Needed

Type of Damage or Defect	Location of Damage or Defect	Packaging	Incorrect Product
<ul style="list-style-type: none"> Glass (stress crack or shipping damage) Dent Gouge Chatter in wood Paint Blot Insect screen – Wavy, punctured, torn, or pulled away from spline? 	<ul style="list-style-type: none"> Window - Sash/Frame Door Frame Location <ul style="list-style-type: none"> Side jamb Head Jamb Sill Door Panel Location <ul style="list-style-type: none"> Top Rail Stile Bottom Rail 	<ul style="list-style-type: none"> Packaging Damaged? Damage to carton consistent with damage to product? Was damage noted in the Proof of Delivery (POD)? 	<ul style="list-style-type: none"> What was received vs. ordered? Does label match what's in the box? If not, what is the difference? If size is incorrect, what is the size/dimension of what was received and size/dimension of what is needed?

Description of Concern and Resolution Requested

Product Credit / Pick-Up Information

Credit is issued after return, inspection, and confirmation of reported initial quality

Date available for product pick up?

[Click Here to Email This Completed Form to Heritage Initial Quality Team](#)