

Defective Product Claim Form

Thank you for purchasing **ARAZZINNI DOORS!** We hope that you are enjoying your product aside from the issue that you are contacting us about. We understand that sometimes defects happen and we would love to help! The following steps must be taken before the issue can be resolved. Please fill out the form below. Thank you for your patience as we promptly address your claim.

Step 1. Personal and dealer information.

Name _____
Address _____
City _____ State _____ Zip _____
Email _____
Phone number _____

Dealer name _____
City _____ State _____
Zip _____ Phone number _____

Step 2. Date product was purchased.

Month _____ Year _____

Step 3. Product information and complaint.

- a. Door name _____
 - b. Door model _____
 - c. Finish doors _____
 - d. Swing Direction _____
 - e. Type of pre-hung _____
 - f. Location of the door _____
 - g. Description of the type of damage _____
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Step 4. Please provide pictures with resolution not lower than 1024 x 768 (5 MPX).

- a. Take a picture of the entire door including the immediate surrounding area.
- b. Take a picture of the entire defective part.
- c. Take a close-up picture of the defect.

Step 5. Make a copy of the sales receipt showing you as the original purchaser.

Step 6. Present this form, pictures, and a copy of your receipt to your authorized local dealer.

Step 7. The authorized dealer will then submit all the documentation for a review.

Step 8. You will be contacted with the results of the investigation within 30 days.

Thank you for choosing ARAZZINNI DOORS.