

ALLAN EST. 1811 BROS.

Craftsmen of Bespoke Timber Windows & Doors

AFTERSALES/WARRANTY REQUEST

To raise an aftersales claim request on Allan Brothers, to report an issue with windows or doors provided by Allan Brothers and to claim for repairs under warranty, this form must be completed fully and returned to warranty@allanbrothers.co.uk or Andrea Kidd, Allan Brothers Ltd, Allan House, Ord Road, Tweedmouth TD15 2XU.

Site Contact Details

Name..... Order reference

Address..... Allan Brothers ref

..... Date of purchase.....

Post code.....

Contact tel. no..... Contact email.....

Product Details

Product Product type

Location/Access Info..... Date installed.....

Please give details of the issue needing to be addressed, with any additional comments. Attach as many photos as required to show the issue in detail.

To assist in confirming the nature of the issue, please check the following prior to submitting this request:

Is the frame fitted plumb in both vertical and horizontal planes?	Yes / No
Is the door/sash square in the frame?	Yes / No
Are the diagonal measurements in the frame equal?	Yes / No
Is the threshold fitted level (doors)?	Yes / No
Are the external seals intact?	Yes / No
Has the product been modified by a 3 rd party?	Yes / No
Were the frames coupled on site?	Yes / No
Is there any surface damage?	Yes / No
Has the window/door been adjusted as per our instruction sheet?	Yes / No
Is the drainage channel clear (door)?	Yes / No
Has the product been maintained in line with warranty conditions?	Yes / No
Was the product fully coated within 3 months of supply, if in basecoat only finish?	Yes / No
Has the product been stored in line with our warranty conditions?	Yes / No
Were the products checked for damage at delivery?	Yes / No
Were/are any damages reported at the time of delivery?	Yes / No

Charges may apply if a claim is found to be out with warranty, or warranty conditions, or if maintenance schedules have not been adhered to.

Further details are available from our website, www.allanbrothers.co.uk

A call out fee of £250 will apply plus an additional cost of £25 per hour

I have read and understood the above and by signing accept that charges may be levied should the fault not be covered under Allan Brothers' warranty: (returning by email is considered as accepting these terms)

Name (print)..... Signed..... Date.....