

PENSACOLA GLASS

WINDOW WARRANTY CLAIM FORM

We regret that you are having difficulty with your Aluminum windows, and you can be assured that we will address your concerns as quickly as possible. At Pensacola Glass, we strive for customer satisfaction, and we take pride in offering one of the best warranties in the industry.

For warranty claims you will have to complete the form below and mail it to the address below. If you needs parts (including warranty parts) or help troubleshooting a problem with the window, and do not know the model number, you will need to call: 850-433-8348 or visit www.pensacolaglass.com.

To avoid unnecessary delays,
please provide the following information:

1. Copy of the Proof of Purchase
2. Pictures of the window showing the following:
 - a. Front view showing the entire window
 - b. The damaged or defective area
3. Daytime phone number:
4. E-mail address: (if available) _____
5. Please provide shipping address:

NAME _____
STREET _____
CITY _____ STATE _____ ZIP _____

6. If your mailing address is different than above, please indicate below.

STREET _____
CITY _____ STATE _____ ZIP _____

Once you have completed this form, send the form along with the pictures of the window and a copy of your sales receipt to:

Pensacola Glass Co. Attn:
WARRANTY CLAIM
3901 N. Palafox St. Pensacola, FL 32505

or email a copy to us at:
Info@pensacolaglass.com *Files must be in a pdf, pug, jpg or gif format and less than 2MB each in size.*

Once we review this information, we will then contact you in regards to the status of your claim. The information provided will help us determine your warranty needs. Again, we regret any difficulty you are having with your Aluminum Windows. We appreciate your business and will work to resolve this matter as timely as possible.

If your window has been damaged by all act of nature, or has been modified, altered or shortened in any way, the warranty is void. Do not dispose of the window or its components until your warranty claim is settled. Warranty applies to the original owner only and Proof of Purchase is required. Reinstallation cost is not covered under the warranty. Processing charges may apply.