



Pella® Storm Door Warranty Claim Form

We are sorry you are having difficulty with your Pella Storm Door. To fulfill your warranty, please complete this Warranty Claim to determine the model and age of your door.

To avoid unnecessary delays, please provide the following information:

1. Copy of the Proof of Purchase.

2. Pictures of the door showing the following:

- a. From the outside, a front view of the entire door.
- b. The damaged or defective area.
- c. The door's exterior handle set (close up).

3. Answer all the questions on this form.

4. Daytime phone number: _____

5. Email address (if available): _____

6. Shipping address:

Mailing address (if different than shipping):

Name _____

Address _____

City _____ State _____ Zip _____

Address _____

City _____ State _____ Zip _____

7. Briefly describe what is happening with the door.

Once completed, send along with the pictures of the door and a copy of your sales receipt to:
PELLA STORM DOOR WARRANTY CLAIM DEPT
2333 EASTBROOK DRIVE
BROOKINGS, SD 57006

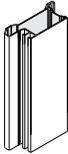
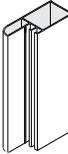
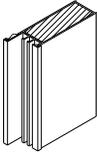
or email a copy to us at:
support@pellastormdoors.com
 Files must be in a pdf, png, jpg or gif format
 and less than 2MB each in size.

Once reviewed, we will contact you regarding 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 Pella Storm Door. We appreciate your business and will work to resolve this matter in a timely manner.

If your door has been damaged by an act of nature, or has been modified, altered or shortened in any way, the warranty is void. Do not dispose of the door 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. Shipping Charges may apply.

(continued)

FOR FASTER SERVICE ENSURE ALL QUESTIONS ARE ANSWERED

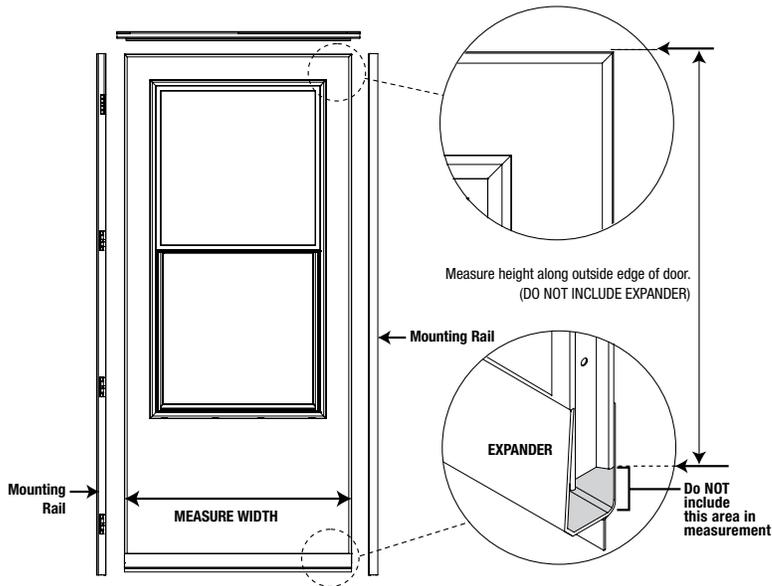
| | |
|---|--|
| <p>1. What color is your door? _____</p> | <p>4. Is the expander on the bottom of the door made of: metal or vinyl (plastic)? _____</p> |
| <p>2. What color is the exterior handle? _____ What color is the inside handle? _____</p> | <p>5. Measure the glass or screen insert tip to tip (remove if needed). width: _____ height: _____</p> <p>Does the screen insert take up the entire window opening or just half? _____</p> |
| <p>3. How thick does the door measure? _____</p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <p>1-3/8" thick 1-5/8" thick</p>  </div> <div style="text-align: center;"> <p>1-1/4" thick 1-1/2" thick</p>  </div> <div style="text-align: center;"> <p>1" thick</p>  </div> </div> | <p>6. Does the screen retract into the top of the door? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>7. What is the Registration Number? _____</p> <p>The number is in different locations depending on the model/ date of your door. Possible locations: below the glass on the inside, on either narrow edge of the door, or on the hinge rail.</p> |

Measure the width and height of the inside face of the door only.
Do not include the side mounting rails or expander in the measurement.

DEFINITIONS:

Mounting rail is the frame attached to the house

Expander fits over the bottom of the door and includes black rubber sweep



WIDTH: _____ HEIGHT: _____

As seen from the outside of your door, is your door left-hinged or right-hinged? Left Right

