



CUSTOM WINDOW SYSTEMS, INC.

RGA/Replacement Policy:

Receiving:

CWS strongly encourages all customers to inspect our products as soon as they are received for shipping damage or any defect. We don't ever expect you to accept a defective or damaged product.

Installation:

It is very important to check all dimensions and inspect the CWS products prior to removing old windows or doors. If a defect or problem is discovered, immediately contact the CWS service department at 800-550-1081 and request a "Return Goods Authorization" (RGA) number. **DO NOT INSTALL DEFECTIVE OR DAMAGED PRODUCTS.** A tech service call is not required.

Replacement:

At the time you request the RGA number, inform the service department to order a replacement for the damaged or defective goods. **CWS will rush a replacement order to you right away and you may return the defective or damaged product on the same truck.**

Inspection:

When the returned windows or doors arrive back at the CWS factory, they will be carefully measured and inspected by the Director of Manufacturing. If a determination is made that CWS has manufactured a defective or incorrect product or that the product was damaged by CWS in some way, a credit will be automatically placed on your account for the full amount of the product that was returned.