

PLEASE PRINT LEGIBLY IF FILLING OUT BY HAND

HOMEOWNER NAME: _____ DATE: _____

EMAIL ADDRESS: _____

CLAIM ADDRESS:

Street Address _____ City _____ State _____ Zip Code _____

() ()

County/Parish Name _____ Home Phone Number _____ Work Phone Number _____

MAILING ADDRESS (only if different from claim address):

Street Address _____ City _____ State _____ Zip Code _____

County/Parish Name _____

PRODUCTS INVOLVED: ☐ Post Sleeve ☐ Pickets ☐ Rail ☐ Post Accessories☐ Rail Accessories ☐ Picket Accessories ☐ Aluminum Insert ☐ Columns☐ Other _____PRODUCT COLOR: _____ STYLE: ☐ Privacy ☐ Picket ☐ Hand Rail ☐ Ranch Rail ☐ Other

TYPE OF FENCE/RAIL:

Fence/Rail Height: _____

Picket Size: Width: _____ Length: _____ Thickness: _____ Color: _____

Post Size: _____ Color: _____

ORIGINAL INSTALLATION DATE: _____ ARE YOU THE ORIGINAL HOMEOWNER? ☐ Yes ☐ No

PLEASE PROVIDE THE NAME, ADDRESS AND PHONE NUMBER OF THE ORIGINAL INSTALLER.

Installer Name: _____ Phone: () _____

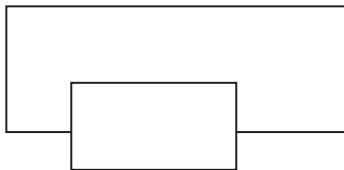
Installer Address: _____

PROBLEM WITH PRODUCT: _____

AREA(S) OF CONCERN: ☐ Front ☐ BackDIRECTIONAL EXPOSURE OF AREA(S) OF CONCERN: ☐ North ☐ South ☐ East ☐ WestHAS THE RECOMMENDED ANNUAL CLEANING BEEN PERFORMED? ☐ Yes ☐ No HAS THE PRODUCT BEEN POWER-WASHED? ☐ Yes ☐ No

HOW MANY LINEAR FEET (LF.) OF FENCE/RAIL DO YOU FEEL CONTAINS A DEFECT UNDER THE TERMS OF YOUR WARRANTY?

To determine the surface linear footage of affected siding installed on the structure, you should measure the overall length of the fence or rail in question and record the results in the spaces provided on the diagrams below as appropriate.



Total Linear Feet Affected
_____ LF.

ADDITIONAL REQUIRED INFORMATION:

- ☐ 1. **COPY OF PROOF OF PURCHASE** verifying what products were purchased or installed showing the date of purchase or installation. This can be a dated product sales receipt, or other proof of purchase. We also require a copy of the property title or deed.
- ☐ 2. **CLEAR, GOOD QUALITY, COLOR PHOTOGRAPHS OF YOUR FENCE AS LISTED BELOW.** Unfortunately, due to inconsistent quality, "Instant Developing Photos" similar to a Polaroid type are not accepted. Please use **photo quality paper for all photos submitted.**
 - Full view photo of entire structure.
 - Full view photos from each side of structure.
 - Close up photos that illustrate your concerns. Please include a photo showing your house number. **Photos must clearly depict issue or we may require additional photos.**
 - Please label the reverse side of any printed photos with the direction of the view.
 - To email your photos please provide your email address: _____

- ☐ 3. **SAMPLE – A "Sample"** of your fence/rail from the "WORST" affected area is "REQUIRED" for product verification and testing. **DO NOT cut or bend the sample** since it may need to be reinstalled on your home. **DO NOT** send a sample, which is more than 5 feet in length via US Mail. (Longer samples may be sent via UPS or FedEx.) **DO** provide sufficient packaging to insure the safety of your sample.

If the claim is against a color variance on one section then we need a sample of each color or variance to process the claim. (Please note that Ply Gem Siding Group is not responsible for lost or damaged information or samples while in transit to or from our office).

If your claim is approved for replacement your sample will not be returned, otherwise we will return your sample.

All the information requested must be completed to the best of your knowledge for filing this claim and returned to us "along" with items 1 through 3 listed above. The submitted photographs, supporting documents and this completed form become the property of Cornerstone Building Brands.

Ply Gem Fence & Rail
303 W. Major St.
Kearney, MO 64060

NOTE: Your warranty coverage is "**limited**" and has specific "**exclusions**" based on when the product was installed. Please review your warranty, prior to submitting your claim, to be sure the condition you are experiencing is covered under the terms and conditions.

Ply Gem Fence | Rail reserves the right to pursue legal action on "fraudulent claims."
I certify all the information above is true to the best of my knowledge.

HOMEOWNER SIGNATURE: _____

DATE: _____