

Field Service Policy

Effective: June 1, 2019

D&M values being a company that is accountable and easy to do business with. Field service is provided to D&M customers under the following guidelines.

- A service request must be made within one (1) year of receiving shipment.
- A request for service must be initiated through and approved by a D&M salesperson.
- Windsor Windows are eligible for service for two (2) years of receiving shipment.
- Other window brands are eligible for service per the vendor warranty period and can be initiated by the D&M salesperson.
- Jobsites must be clean and accessible.
- Inclement weather may delay service requests.
- Field service will be chargeable for the following reasons: Improper installation, jobsite damage, customer order error, customer request of non-warranty work.
- Chargeable service is billable at \$100.00 per hour for the service work and \$50.00 per hour for travel time to the jobsite with (1) one hour minimum.