

# DSA WARRANTY REQUEST FORM

In order to receive the best service from our DSA service team, please provide as much information as possible on this form and attach clear photos from your inspection. DSA will be in touch about your claim as soon as possible. All fields are required.

For more information about DSA Warranty coverage and claims, please reference your DSA Warranty. Our current Standard and Wynstellar Warranties are available at [www.DSADoors.com/Warranty](http://www.DSADoors.com/Warranty).

## Dealer Information

Warranty claims are processed through DSA Dealers. If you're a DSA homeowner, please contact your DSA Dealer to begin the Warranty Request Process.

Dealer Business Name: \_\_\_\_\_ Dealer Contact Name: \_\_\_\_\_

Dealer Full Address: STREET CITY STATE ZIP

Contact Phone #: \_\_\_\_\_ Contact Email: \_\_\_\_\_

DSA Sales Order #: \_\_\_\_\_ Order Date: \_\_\_\_\_

Dealer PO #: \_\_\_\_\_ Ship Date: \_\_\_\_\_

Installation Date: \_\_\_\_\_

## Homeowner / Jobsite Information

Contact Name: \_\_\_\_\_ Jobsite? ☐ Yes ☐ No

Full Address: STREET CITY STATE ZIP

Contact Phone #: \_\_\_\_\_ Contact Email: \_\_\_\_\_

## Product Description

Wood Species: ☐ Mahogany ☐ Knotty Alder ☐ Accoya ☐ Other: \_\_\_\_\_

Door Style: \_\_\_\_\_ Door Size: \_\_\_\_\_

Glass Type: \_\_\_\_\_ Glass Quantity: \_\_\_\_\_

Door Swing: ☐ Inswing ☐ Outswing Glass Tint: \_\_\_\_\_

Does the unit have a multipoint lock system? ☐ Yes ☐ No

## Overhang Description

DSA's Standard Warranty applies only to doors with sufficient overhang coverage. If damage occurs due to an insufficient overhang, the warranty will be voided. Calculate the home's overhang coverage by determining the overhang height (distance from bottom of door to bottom of overhang) and overhang length (end of overhang to where it meets the house). Overhang length must be equal or greater than half the overhang height.

Overhang Height: \_\_\_\_\_

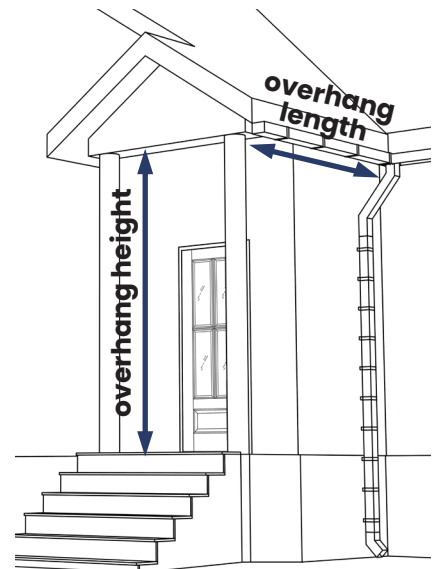
Overhang Length: \_\_\_\_\_

Is the overhang gabled? ☐ Yes ☐ No

Does the unit experience direct sunlight or precipitation?

☐ Yes ☐ No

If yes, how many hours of direct sunlight per day? \_\_\_\_\_



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## Finishing Information

*DSA's warranty states: "The following are not to be considered defects in manufacturing, material, or workmanship, and are therefore not covered by this warranty:*

*Damage caused by neglect in finishing or maintenance or by failure to comply with the finishing, maintenance, and installation information available upon request from DSA. This includes but is not limited to failure to seal all sides of the door within a period of thirty (30) days of receiving the door and regular homeowner maintenance to the finish of the door. Additionally, the use of any inappropriate finish, solvent, cleaning chemical or brick wash is not covered nor is the application of any finish, sealant or caulking not applied by DSA or its authorized dealer/service provider."*

Finishing Date: \_\_\_\_\_ Stain Color: \_\_\_\_\_

Who stained the unit? ☐ DSA ☐ Other: \_\_\_\_\_

Was the unit stained within warranty requirements? ☐ Yes ☐ No

Has the unit been refinished? ☐ Yes ☐ No

## Dealer Inspection Information

*In order to begin the Warranty Claim process, DSA requires a dealer inspection to be completed. Please note your findings and attach as many images as possible from your inspection.*

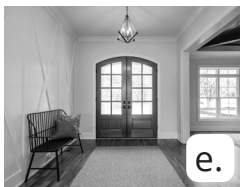
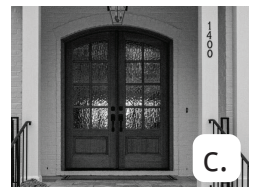
Date of Dealer Inspection: \_\_\_\_\_

Claim Category:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Shipping damage           | <input type="checkbox"/> Glass damage      | <input type="checkbox"/> Hardware damage           |
| <input type="checkbox"/> Panel or top layer damage | <input type="checkbox"/> Finishing problem | <input type="checkbox"/> Air or water infiltration |
| <input type="checkbox"/> Incorrect item or order   | <input type="checkbox"/> Other: _____      |  |

Please attach several photos/videos or link to dropbox files showing all sides of the door and as much detail as possible:

- ☐ a. Exterior Lawn View Photos / Videos (provide a wide view of the home exterior from the curb or lawn)
- ☐ b. Exterior Overhang Photos / Videos (show the full overhang from multiple angles)
- ☐ c. Exterior Door Photos / Videos (show the full door from outside the home)
- ☐ d. Interior Door Photos / Videos (show the full door from inside the home)
- ☐ e. Interior Foyer View Door Photos / Videos (if possible, provide a wide view of the door from inside)
- ☐ f. Photos / Videos of Damage (provide a variety of detailed views of the damage)



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## Dealer Inspection Information (continued)

*In order to begin the Warranty Claim process, DSA requires a dealer inspection to be completed. Please note your findings and attach as many images as possible from your inspection.*

**Claim Description:** Please describe your warranty claim in detail

By signing below, I certify the information I provided on and in connection with this form is true and correct to the best of my knowledge.

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DEALER REPRESENTATIVE SIGNATURE

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DATE