

EASY PROCESSES

FOR REORDERS & AFTER SALE SUPPORT

GET SUPPORT BY...

Locating the original order by **scanning the QR code** shown on the **product packaging**

Simply **take a photo** with the camera app on your mobile device

OR...

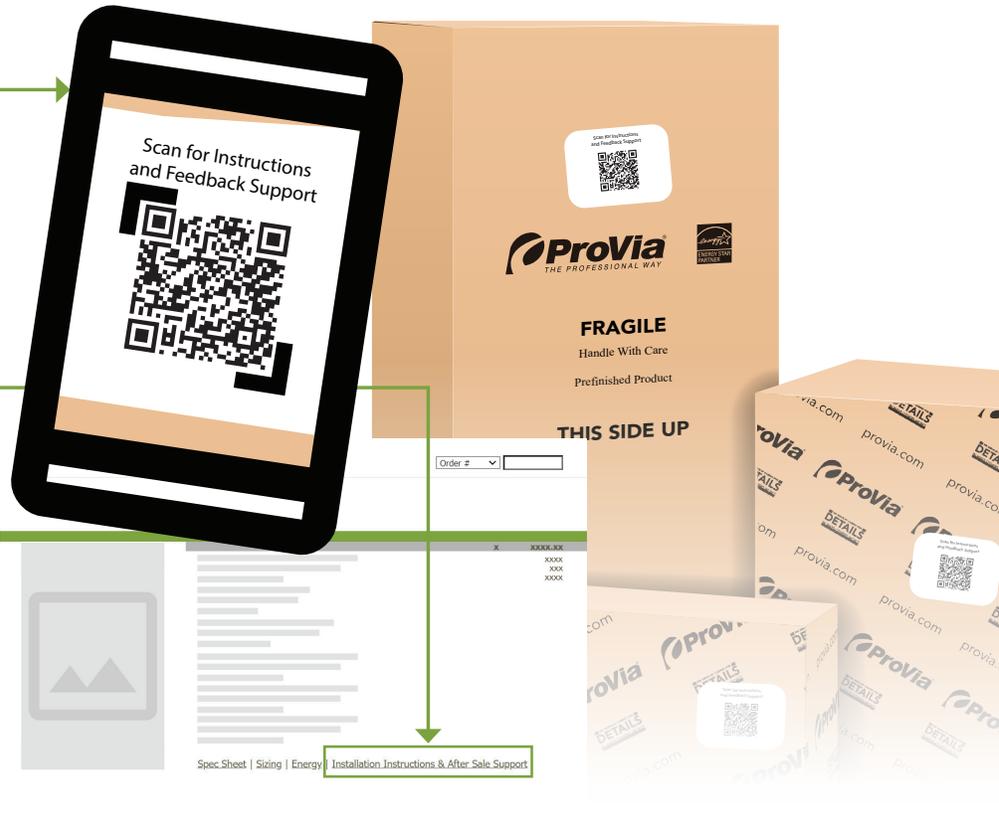
Click or tap **"Installation Instructions & After Sale Support"** Located in **entryLINK**

Click or Tap

START A
SUPPORT REQUEST



Our system will guide you through the **entire process**



PROCESS FOR UPLOADING PHOTOS

Include a **close-up** and a **shot of the entire unit**

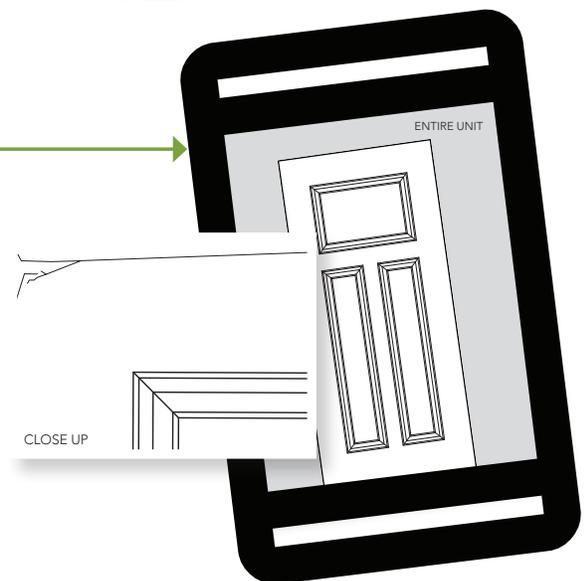
Include a **picture of the label** (if possible)

Take a **video** for **operation issues**

Use **string tests** for bowing

Use **proper lighting** for finish issues, including hardware & glass imperfections

(Include multiple angles for alignment issues)



PICTURES AND VIDEOS WILL HELP EXPEDITE THE WARRANTY PROCESS

CUSTOMER SERVICE
800.669.4711