



Cardinal

BUILDING MATERIALS INC

**Monday-Friday
7:00AM-4:30PM**

**Bridgeton, MO
3634 Pennridge Dr
Bridgeton, MO 63044
(314) 298-9090
FAX: (314) 298-9191**

**Saint Louis, MO
4565 McRee
St. Louis, MO. 63110
(314) 772-9000
FAX: (314) 772-9225**

**Granite City, IL
3450 HWY 111
Granite City, IL 62040
(618) 931-1500
FAX: (618) 931-1526**

**Springfield, IL
2699 Clear Lake Ave
Springfield, IL 62703
(217) 523-3100
FAX: (217) 523-3193**

Dear Homeowner:

Please review the information in this letter and claim form. Our ability to act as quickly as possible on your concern requires that we have specific manufacturing details in order to process any warranty claim. Please assist us by completing the enclosed *Window Warranty Fulfillment Form* to the best of your ability and return it to us at the address given below. The more complete and clear this information is, the better we can be of service to you. If the complaint form is incomplete or the details are insufficient it may hinder the claim process. Cardinal Window Systems accepts no responsibility for tracking down missing information. We can offer an inspection/measurement service if you do not have the information. The fee is \$45 for the St Louis Metro area and for those 50 miles outside of Bridgeton, MO – the inspection fee and \$0.85 per mile. Payable at time of measurement.

WINDOW I.D. NUMBERS: A 1" x 3" sticker on the head of the frame, or in another out-of-view location will give you the window information we need to process your Warranty Fulfillment Claim.

When we receive all the necessary information we will be able proceed to a final resolution for your concerns. Once your information is processed, you will receive additional correspondence letting you know if the windows are still under warranty and if so, how service will be handled. Some products may only be covered under a parts warranty; we would be able to offer a service technician to do the installation. Also some parts may be out of the entire warranty period, we may be able to give you alternatives for parts and labor. Please fill out the Fulfillment form and we will contact you regarding the costs.

We regret any inconvenience you have experienced and thank you for your assistance and cooperation.

Sincerely,

Cardinal Window Fulfillment Team

PO Box 3014

Bridgeton, MO 63044

FAX 314-344-3347

Cardinal Window Manufacturing Inc. manufactured windows in Bridgeton, Missouri and was distributed in Missouri and Illinois. If "Cardinal" is etched on your window, then it was not manufactured by Cardinal Window Systems. Cardinal Glass is a non-related company and only manufactures glass, not the windows. Check your window warranty or with your contractor for the correct window manufacturer.

Cardinal Window Systems Warranty Fulfillment

Cardinal will furnish replacements for defective components within the provisions of the appropriate warranty. Cardinal does not provide labor or labor expenses incurred to remove or replace any defective product or any defective component thereof.

Contact Information

Name _____ Date _____

Address _____ City _____ State _____ Zip _____

Daytime Phone _____ Email _____

Are you the original home owner? Yes No

Product Information

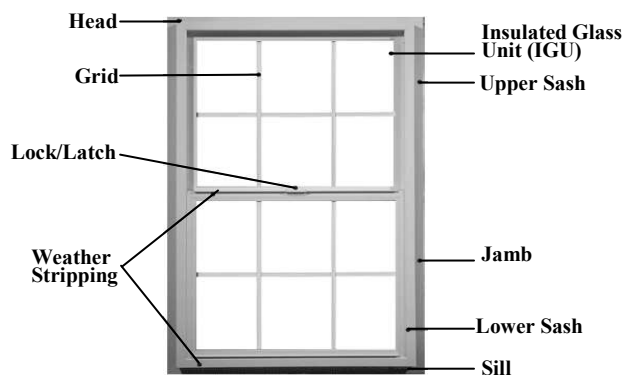
Product Name _____ Style _____

Contractor _____ Date of Installation _____

**Must have name of contractor as the windows were manufactured under their name.*

Please check the appropriate line indicating the problem with your window:

- _____ Moisture between panels of glass
- _____ Failure in window seal
- _____ Lock/Latch, not functioning properly
- _____ Weep Hole covers are detached
- _____ Sashes are difficult to open/close or crank
- _____ Crack in the glass



Other/ Description _____

What floor is the window located: 1st Story 2nd Story Other _____

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Order Information

When ordering parts, please refer to the label in the upper header of frame or side of frame for information. The original order number must be obtained in order to properly identify your window. Cardinal will send you an authorization and invoice (if necessary) to confirm the order.

Order (Located on window sash) _____ Model _____
Color _____ Size _____ Date of Installation _____
Grid Type _____ Horizontal Grids _____ Vertical Grids _____ Grid Color _____
Glass Package: Clear Low-E/Argon Double Strength Obscure Care Free
Which Sash: Top Bottom Other _____

Order (Located on window sash) _____ Model _____
Color _____ Size _____ Date of Installation _____
Grid Type _____ Horizontal Grids _____ Vertical Grids _____ Grid Color _____
Glass Package: Clear Low-E/Argon Double Strength Obscure Care Free
Which Sash: Top Bottom Other _____

Order (Located on window sash) _____ Model _____
Color _____ Size _____ Date of Installation _____
Grid Type _____ Horizontal Grids _____ Vertical Grids _____ Grid Color _____
Glass Package: Clear Low-E/Argon Double Strength Obscure Care Free
Which Sash: Top Bottom Other _____

Delivery Information

Parts covered under the Limited Warranty can be picked up at any Cardinal Building Materials Location (Freight charge applies). If we are shipping the parts to your home, a shipping and handling fee will be charged in addition to freight charges. Large windows, patio door glass, and special shapes are pick up only. Please indicate delivery information as follows:

_____ CBM-Bridgeton MO (3634 Pennridge, Bridgeton MO 63044)

_____ CBM-St. Louis MO (4565 McRee Ave, St. Louis MO 63110)

_____ CBM-Granite City IL (3450 HWY 111, Granite City IL 62040)

_____ CBM-Springfield IL (2699 Clear Lake Ave, Springfield IL 62703)

_____ CBM-Your Residence (Indicated under contact information)

RETURN FORM TO:

Cardinal Warranty Fulfillment PO Box 3014 Bridgeton, MO 63044 or fax to 314-344-3347