



Head Office, Plant & Showroom
8104 Evans Rd, Chilliwack, BC, V2R 5RB
Phone: 1-604-792-6700 Fax: 1-604-792-6714
Email: sales@westeckwindows.com
Web: www.westeckwindows.com

Standard Operating Procedures

FlexScreen WARRANTY CLAIM PROCEDURE

Department: Service Department

10/11/2021- SOP# SD-0003

Department Manager Approval:

F. Miftari

PURPOSE:

To establish guidelines on claiming warranty for FlexScreen of WW products. All Westeck Windows and Doors staff are responsible for following this SOP.

DEFINITIONS:

SOP- Standard Operating Procedures

SD- Service Department

WW- Westeck Windows

PROCEDURE:

Effective with all shipments starting October 1st, 2021, Westeck customer can claim any warranty on FlexScreen through WW for 24 months starting from the original order ship date. All warranty screens must be ordered and processed through the plant and purchasing department. All customers that require a screen replacement past 24 months, every FlexScreen purchased comes with a limited lifetime warranty that covers any manufacturer defects. To put in a warranty claim please go to flexscreenwarranty.com and register your warranty, once registered you will be able to put in a claim. If customers have any questions regarding warranty past 24 months of the ship date, they can email warranty@Flexscreen.com

REVIEWS:

We will review this procedure on November 30th, 2023.

Rev001.

Bellingham | Chilliwack | Kelowna | Kirkland | Nanaimo | Vancouver | Victoria

