



650 West Market Street
Gratz, PA 17030
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www.miwd.com

**CUSTOMER
CARE**

INSTRUCTIONS ON HOW TO FILL OUT REPLACEMENT FORM

PLEASE MEASURE ACCORDING TO THE INSTRUCTIONS ON THE FORM

Please be sure to read the form in its entirety as some products have limited product availability. Measure as indicated on the forms. Be sure to mark the width and the height in the appropriate locations.

HOW TO MEASURE:

MIWD does have a video of how to measure your windows online to provide you proper measuring guidelines. Please view the attached link.

<http://www.miwd.com/miscPages/customerCareVideos.aspx>

[Video is valid for any products manufactured after 1998.](#)

[Video is for general purpose only—Please follow instructions on forms that were provided.](#)

COLOR OF UNIT

Circle the color of your windows.

GRIDS: (DECORATIVE BARS BETWEEN GLASS)

If you have grids (decorative bars between glass panels), please draw them on sash replacement form. Circle the grid style you have, 5/8", 7/8", etc..... Please note on the sash form if you have custom grids.

GLASS OPTIONS

Circle any glass options you currently have on your windows: Low E/Argon, Obscured, Tempered, etc. If you are not sure whether you have Low E/Argon or Standard Clear Double Pane, tape a white piece of paper to the inside glass panel, then look at the glass panel from the outside of your home to see if the white paper turns a slight gray color. If the paper turns a slight gray color, then your windows have Low E/Argon. **If your panel has tempered glass there will be etching in one of the four corners of your glass panel.** If you want to add additional options to your windows, please see Glass Option Upgrade Costs area on our glass/sash replacement form.

MONTH, DATE, YEAR OF PRODUCT MANUFACTURED (PROOF OF PURCHASE)

Please provide the month, date and year the MIWD product was manufactured. In order for MIWD to provide you with the correct replacement this is a key factor. In reference to the proof of purchase, if you are the original property owner to your MIWD product, a copy of your closing paperwork or a copy of your receipt for the product is required.

ADDITIONAL INFORMATION

Before you submit any sash replacement forms back to MIWD, please make sure all the information is on the forms. Make copies if you have the resources to. If you have a window that needs replaced and you do not have the correct form, please call Customer Care at 717-365-2500 or e-mail us at customerCare@miwd.com Customer Care would be more than glad to send you the appropriate forms you need or additional help required. To avoid delay in your order, please make sure you submit payment for either shipping or out of warranty products. MIWD will return incomplete forms and MIWD will not be responsible for any missing information. **MIWD also has a 60 day discrepancies policy.** It is the consumer's responsibility to make sure all the forms are filled out correctly.

MIWD does offer a measure/inspect of the products at a cost of \$250.00.

MIWD does offer labor to install the new products at a prevailing rate (to be determined).