

On Site Service Request Form



Please make sure that the door was installed correctly by the Contractor prior to completing this form. If the door was deemed installed incorrectly, the Dealer will be responsible for the cost of the site visit. If the installation was arranged by the homeowner apart from the dealer, the homeowner will be responsible for the cost of the site visit. If deemed an installation issue and you wish to proceed with a site visit, payment details will be required.

To request a site visit complete the following form. When complete email to warranties@doorsmith.ca.
PLEASE NOTE: WE DO NOT PROVIDE LABOUR - REPLACEMENT PARTS ONLY

End User Information

Name: Phone: Email:

Address:

Site Visit Information

Please select type of deficiency:

Damaged Product

Wrong Product Delivered

Manufacturing Defect

Specify:

Prior to site visit all photos requested must be submitted to determine the issue.

Site visit will determine if door was installed correctly/incorrectly, as per door installation instructions.

Site visit will determine if the product is defective or if the system is built incorrectly.

Door system or component will be replaced (we do not provide labour).

Store Name:

Date:

PO#:

(PO# will be used on invoice if door is deemed installed incorrectly.)

Person Requesting Visit:

Signature of Person Requesting Visit: