

WARRANTY CLAIMS

If you have a warranty claim, please contact the retailer from whom you purchased your Marvin window or door products, as they are near you and familiar with your purchase and/or project. Please provide the retailer with the serial number found on your Marvin window or door products. For more details, see [How to Identify Marvin Products](#).

If you purchased Marvin products through a builder or a remodeler, you may need to contact them to find out the name and location of the Marvin retailer with whom they placed your product order. If you cannot determine the name of the retailer or distributor, search the [Marvin retailer locator](#) or call **1-800-346-5128** to find the one nearest you.

The retailer's service representative will help diagnose the problem and determine if the parts are covered under warranty. If repair or replacement of materials is required, there may be charges for parts or labor.

If after 5 days, your local Marvin retailer or distributor has not responded to your claim, please send a written notice to:

**MARVIN
WARRANTY DEPARTMENT
PO BOX 100
WARROAD MN 56763**

Please include the following information in your letter:

- Your name
- Your address
- Day-time phone number, including area code
- Date you purchased your product
- Marvin serial number
- The name of the retailer or distributor from whom you purchased your Marvin windows and doors
- Specific description of problem
- Action that you've taken or contact you've made with your local retailer or distributor

Once we receive your letter, Marvin will respond to your claim within two working days.