



Field Service Policy

Effective – 06/01/2019

Revised – 02/03/2022

- A service request must be made within one (1) year of the invoice date.
- Windows are subject to individual manufacturers' warranty guidelines, which will vary by brand.
- Pre-finished material is subject to manufacturers' finishing guidelines. If finishing guidelines are not met, material will not be warranted.
- Heat and Humidity related issues may affect D&M service/manufacture warranty which includes any customer installed accessories.
- Jobsites must be clean and accessible. D&M representatives will not move any obstructions blocking access to the work area.
 - o All children and pets need to be kept away from work area.
- Additional service work requested at the jobsite will be approved at the service technician's discretion. Additional services may also be subject to additional charges and/or additional visits.
- D&M service work will be warranted for up to three (3) months from date of completed service.
- Inclement weather may delay service requests.
- Field service will be billable for the following reasons: Improper installation, jobsite damage, customer order error, customer request of non-warranty work.
- Any materials used on chargeable service will be billable in addition to labor and travel.
- Chargeable service is billable at \$120 per hour with a one (1) hour minimum for the service work. \$75 per hour for travel time to the jobsite outside of Fargo-Moorhead metro area. A flat \$35 trip charge will be assessed to billable service calls inside the Fargo-Moorhead metro area.