



Information for Window Warranty and Replacement and Repair

Thank you for contacting Tart Lumber for your window needs. Please provide as much of the following information that you have regarding your windows. If you have questions or concerns, please contact our manufactures warranty department at 703-450-5880. Please email your information to info@tartlumber.com. We look forward to helping you with your repairs.

Name: _____

Address: _____

Phone: _____ Email: _____



Glass Code Etched in Bottom Right Hand Corner

1. A photo of the etched window code on your windows.
2. A photo of any label on the window or any paperwork about the window.
3. A photo(s) showing any visible problem that you are having with your windows.
4. A statement of the problem you are experiencing with your window.

5. Date of installation of the window - if known.

6. Builder - if known.

7. Window Information:

Type (Double Hung/ Single Hung (Only bottom operates) Casement/ Awning) _____

Species: (Wood, Clad, PVC, Vinyl, Aluminum) _____

Grills: Grills Between the Glass (GBG) ____ / Exterior only ____ / Interior and Exterior applied ____ / Simulated True Divided Light ____

Grill Color: _____

Grill Profile: Flat ____ Sculpted ____ Grill width: _____

Hardware color:

8. Window Size: Please measure both visible glass of the sash and overall frame size:

Visible Glass: The measurements of the exposed glass in the sash. _____

Frame: The frame dimensions are the interior dimensions of the basic window frame, usually calculated from the back side of one jamb to the back side of the opposite jamb. _____

Helpful information:

9. Close up photo of grills and hardware.

10. Original Invoice for windows.