

LIFESTYLE WINDOWS SERVICE POLICY

At Lifestyle Windows, we strive to provide an efficient service based on clear communication regarding any issues. On this basis, it is our strict company policy that all requests for service calls **MUST** be submitted on the below **Service Request Form**. We only service Lifestyle Windows fabricated windows and doors, we do not service third party products.

We encourage you to send us through photographs or videos of the problem, to help us better diagnose the issue before attending site. It is important that all fields of the Service Request Form are completed in full, to the best of your ability.

It is strongly recommended that any issue be examined carefully prior to lodging a service request. If a builder was involved, it is essential the builder be contacted in the first instance to ensure that the issue is not a building related issue rather than the products provided to you by Lifestyle Windows. If Lifestyle Windows attends to a service request and determines that the problem is caused by a building issue, rather than an issue with the product that Lifestyle Windows have provided you, the cost of the service call will be chargeable to the customer. For this reason, it is mandatory that Lifestyle Windows obtains credit card details from either party (Builder or Client) who is willing to pay if the service call is deemed to not be a Lifestyle Windows issue.

Standard Service Request Charge-Out Rates Schedule

Description	Rate (Ex GST)
Call Out Fee (includes first hour on site, 1 serviceman)	\$170.00
Additional Labour (after first hour, charged in 15-minute increments)	\$135.00/hr
Additional Manpower (per additional serviceman, charged in 15-minute increments)	\$135.00/hr per serviceman
Travel Time (charged from Coolum Beach factory to site and return, in 15-minute increments)	\$135.00/hr per serviceman
Parts & Materials	Charged as required

Lifestyle Windows will **NOT** charge for servicing if the service issue is because of poor workmanship. This is covered in your Lifestyle Windows 6 year Guarantee. A copy of this guarantee can be found on our website or if you contact our office we will arrange to have one sent to you. Everything else is considered to be maintenance or misuse and is chargeable. Lifestyle Windows will always stand by our products and will rectify any issues where our products or services have not met the requirements they were designed for.

For faulty hardware and moving parts the client will need to directly contact the manufacturer who supplied these parts to Lifestyle Windows for a warranty claim as this is NOT covered in the Lifestyle Windows Guarantee and must be claimed within 1 year from the date stated on the compliance forms. These contact details can be given to you by Lifestyle Windows on request.

Building relating problems may include inadequate or incorrectly fitted flashings or incorrect installation by the builder. It should also be understood that all windows and doors are designed and manufactured to withstand a limited wind pressure and water penetration rating based on the geographic location of the house. During exceptional weather events, it is possible for windows and doors to be subjected to wind and water pressure which exceeds the design limits. In these cases, it must be understood and accepted that the design limit may have been exceeded and that this does not constitute a defect to a window or door. Attached is a Service Request Form for your convenience.

SERVICE REQUEST FORM

CUSTOMER NAME	
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PROPERTY ADDRESS	
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CONTACT NUMBER		EMAIL ADDRESS	
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BUILDER'S NAME (if applicable)	
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DATE OF HOUSE COMPLETION/ WINDOWS/DOORS INSTALLATION	
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NATURE OF PROBLEM PLEASE ALSO ATTACH ANY PHOTOS OR VIDEOS TO YOUR EMAIL TO SUPPORT YOUR REQUEST, TO HELP US BETTER DIAGNOSE THE ISSUE PRIOR TO ATTENDING SITE	
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CREDIT CARD DETAILS

Note that this credit card will not be charged if an issue is determined to be a genuine fault with the window or door manufacture.

CREDIT CARD TYPE **Mastercard** **Visa**

Card Holder Name	
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Card Number																			
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Expiry Date	
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Card Holder Signature	
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Service Requests will be charged as per the Standard Service Request Charge-Out Rates Schedule provided on the Lifestyle Windows Service Policy. GST is additional to the above rates. A Credit Card Surcharge of 1.5% will apply.
 The signatory confirms understanding and agreement with the Lifestyle Windows Service Policy.

EMAIL COMPLETED FORM ALONG WITH ANY SUPPORTING PHOTOS/VIDEOS TO SALES@LIFESTYLEWINDOWS.COM.AU