



MGM INDUSTRIES

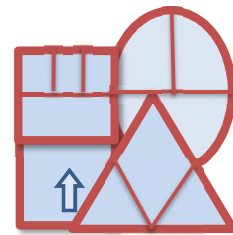
287 FREEHILL ROAD, HENDERSONVILLE, TN 37075

PH: (615) 824-6572 FX: (615) 822-6581

customerservice@mgmindustries.com

Email to: graves@mgmindustries.com

bbrewer@mgmindustries.com



FIELD SERVICE REQUEST FORM

DATE: _____

DEALER INFORMATION			
COMPANY NAME _____		PHONE # _____	
CONTRACT PERSON _____		PHONE# & EMAIL _____	
SITE LOCATION INFORMATION			
CONTRACT PERSON _____		PHONE # _____	
STREET ADDRESS _____		PO# & DATE: _____	
CITY _____	State: & Zip _____	AFFECTED LINE # _____	
IS HOME OCCUPIED? YES _____ NO _____	LADDER REQUIRED AND WHAT SIZE? YES _____ NO _____ ft _____		WO # _____
			NEW PO# _____
SPECIFIC DESCRIPTION OF ISSUES;			

Dear Valued Customer

I would like to emphasize some issues regarding the MGM Industries glass warranty. MGM has a 20-year non prorated glass warranty on seal failure.

The warranty DOES NOT INCLUDE GLASS BREAKAGE OR STRESS CRACKS. The warranty DOES NOT INCLUDE LABOR.

On seal failure within one year of oversized (> 6/0 x 6/0) picture windows or specialty units, MGM will HELP with the labor. We would ask that for a standard top or bottom on single hung or double hung units that the distributor or contractor fix the unit. For Seal Failures over a year old, MGM will send the glass to the distributor.

On broken glass and stress cracks, MGM will send a replacement glass to our distributor for a period of one year after invoice date. Please understand that broken glass and stress cracks can be abused when not monitored properly. We sincerely value our relationship and appreciate all the fine customers that we have the opportunity to sell.

MGM reserves the right to refuse service at any time without cause or reason. Items requested to be serviced must be inspected by personnel of MGM/Distributor. Upon inspection of window(s) items found not to be under warranty or of IMPROPER installation, back charges could apply (\$500.00 a day plus expenses). Improper installation will void the warranty. If the terms and conditions of this form are acceptable, please sign, and return to MGM.

Customer Signature: _____