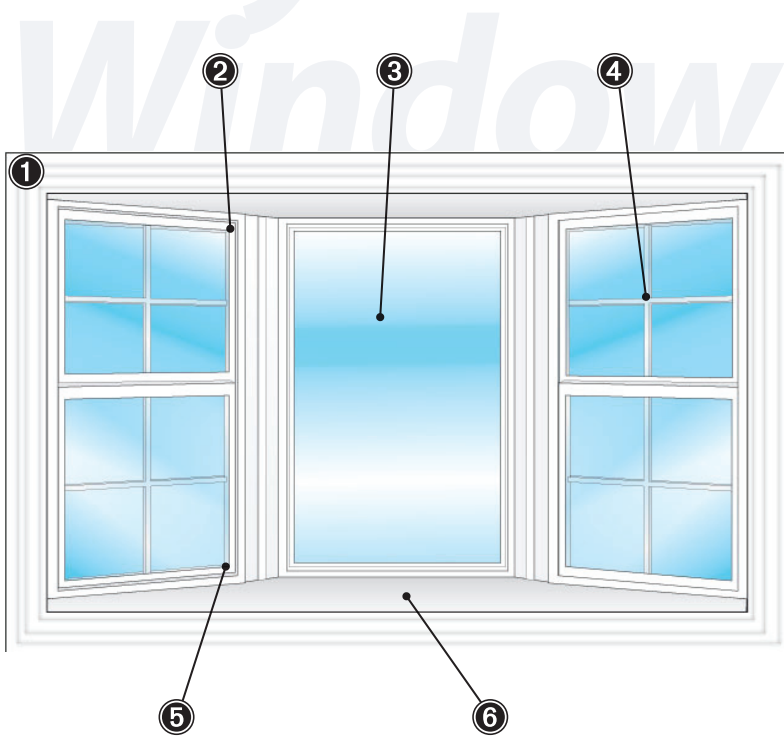


# Troubleshooting Your Bay Window

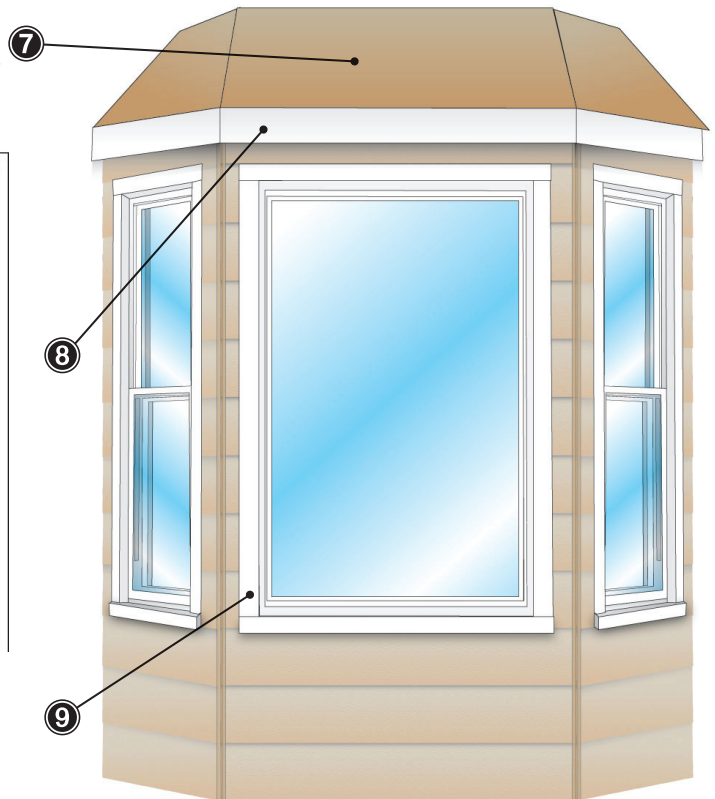
At Thompson Creek®, we are committed to making sure that you are 100% House Proud®, long after the sale. If you, or the next owner of your home, experience any issues at all with your windows, we'll come out and fix it. No questions asked. No charges. We stand behind our products 100% with our unbeatable double lifetime guarantee.

In order to help us quickly address your service request, please take a moment to identify the problem (s) you are having with your window(s).

## INTERIOR VIEW



## EXTERIOR VIEW



*Please check any areas from the diagrams above & if possible, give a brief description of your problem(s).*

- |   |   |
|---|---|
| <input type="checkbox"/> ① Interior Trim _____                                | <input type="checkbox"/> ⑤ Lower Sash _____       |
| <input type="checkbox"/> ② Upper Sash _____                                   | <input type="checkbox"/> ⑥ Lower Seat Board _____ |
| <input type="checkbox"/> ③ Glass _____  | <input type="checkbox"/> ⑦ Shingles _____         |
| <input type="checkbox"/> ④ Grids _____  | <input type="checkbox"/> ⑧ Exterior Capping _____ |
| <input type="checkbox"/> Other. <i>Please give a brief description.</i> _____ |   |

When you have completed this form, please call our Customer Service Department at **240-455-9482** and give them the number of the part(s) needed.



**THOMPSON CREEK**  
WINDOW COMPANY®

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