



LEVANTÉ[®] WARRANTY CLAIM FORM

This form is to be filled out completely prior to submission and emailed to Levanté[®], LLC.

* Date of Claim:

* I am a:

* Project Type:

Was your Levanté[®] product registered after installation?

If YES, please complete Sections 1, 3, & 4; if NO, please complete Sections 1-4.

Yes

No

SECTION 1

INSTALLATION LOCATION INFORMATION:

* Name:

First

Last

Company Name (If Applicable):

* Phone Number:

* Email:

* Address:

Street Address

Address Line 2

City

State / Province / Region

Postal / Zip Code

Country

YOUR MAILING INFORMATION:

Same as above

* Mailing Address:

Street Address

Address Line 2

City

State / Province / Region

Postal / Zip Code

Country

SECTION 2

PROJECT DETAILS:

* Product Installed By: Contractor Owner Installer

Contractor/Builder Name:

Contact Person:

Contractor/Builder Email:

Contractor/Builder Phone Number:

Date of Purchase:

Installation Start Date:

Date of Completion:

SECTION 3

PROJECT CLAIM INFORMATION:

Please identify Levanté® products that were used in this project

Products Installed: Check all that apply. Balcony Railing Sunshade Pergola

Other:

Product Color(s):

Describe the Complaint, Problem or Situation in As Much Detail As Possible
(provide drawings, date when problem was noticed, description of the issue, etc.)

SECTION 4

CLAIM SUPPORT PHOTOS & DOCUMENTS:

Attach all supporting documentation, including photos*, showing defective Levanté® product.

**Photos must accompany claim form in order for the claim process to begin. Any claims submitted without supporting photos will not be processed and will be returned to the submitter.*

- a. Provide several photos of the issue
 - Up close and at a distance to show the overall project
 - Take pictures at different angles
 - Use tape, washable marker, colored sticky notes, etc. to highlight the issue while taking pictures
 - Use a tape measure to show the size of the area in question in your close-up pictures
 - Use a straight edge to show any warping, tapering or non-flat area. Take a picture showing the gap with a tape measure indicating the size.
 - Name pictures with a description of what the picture represents (For example: Up close, entire project, scratch, etc.)
 - Review pictures and only submit pictures that clearly show the area of concern.
- b. Please file name of photos using your name and claim date. (ie: johndoe_07.21.21_01.jpg, johndoe_07.21.21_02.jpg)
- c. Email the form and pictures to warranty@levantealuminum.com. Send multiple emails if the files are too large. The subject of the email and claim form should be Name_Install Type_Claim Date (ie: johndoe_cladding_07.21.21).
- d. **NOTE:** Form will be returned if not filled out completely and/or photos are not sent of issue.

ADD ATTACHMENT(S)

**TO SUBMIT YOUR CLAIM, SEND THIS COMPLETED FORM
ALONG WITH SUPPORTING DOCUMENTS (PROOF OF PURCHASE, PHOTOS, ETC.) TO:**

Email: warranty@levantealuminum.com

