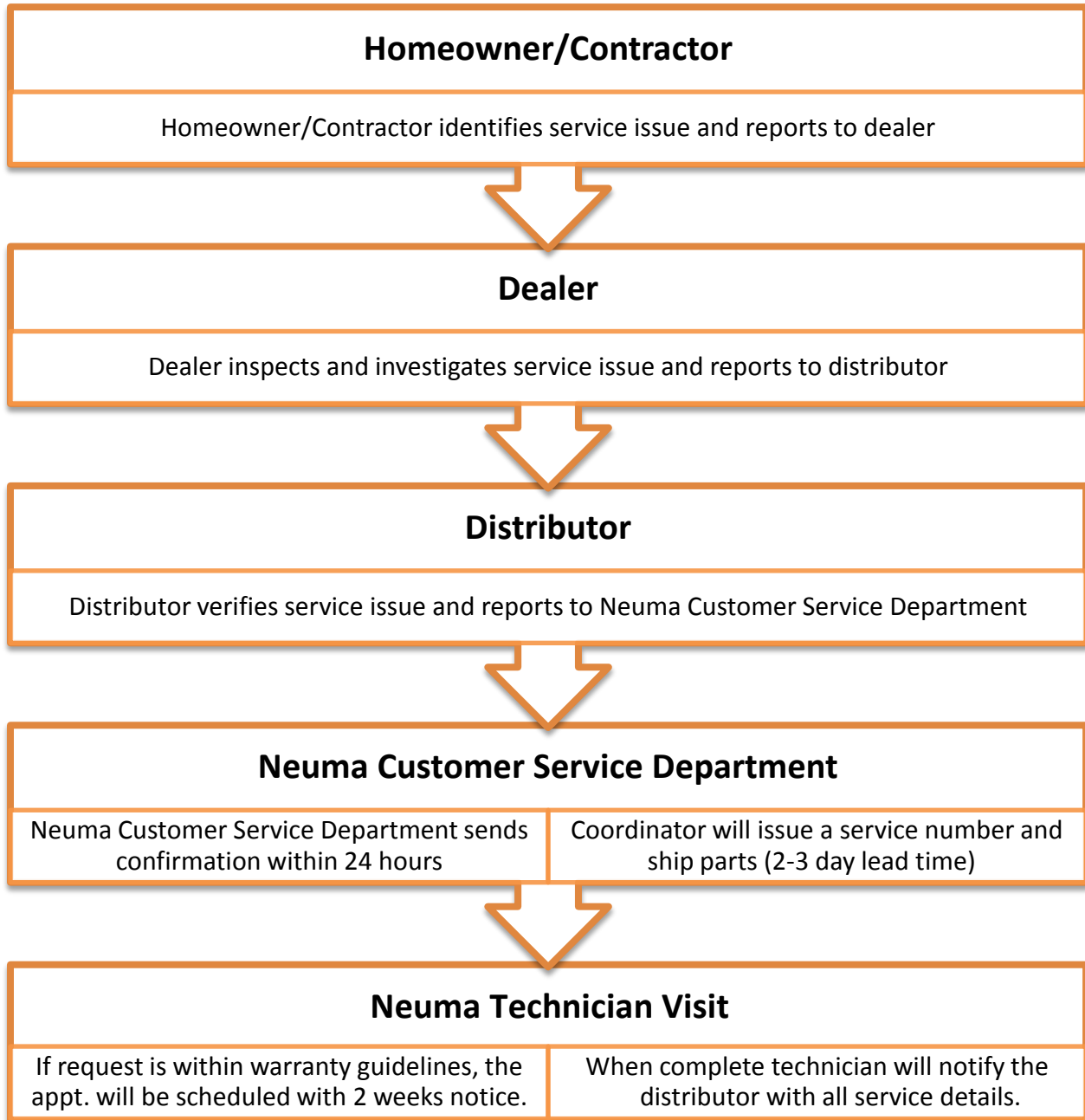




8989 North Loop East, Houston, TX 77029
SHIPPING ADDRESS
8909 North Loop East Ste 800, Houston, TX 77029
866-366-7715 | Fax 888-862-6555
713-674-7822 | Fax 713-674-7823

Service Request Procedures



IMPORTANT: All homeowner requests for service should go directly to the dealer and distributor. Service issues caused by installation errors should be addressed by the original contractor or dealer.

Service Request

Contact Name	Extension	Email
Levi Pirir	x 110	levi@neumadoors.com

In order to process your service request in a timely manner, follow the proper procedures outlined below.

1. Complete all sections of the Customer Service Order Form. Be sure to include your Purchase Order Number, complete address and contact information. Forms submitted with incomplete information will slow down the service process.
2. Refer to your copy of the Product Guide section "Drawings" and refer to our drawings and part numbers when submitting a service request. Whenever possible, circle or select the item and/or part number you are referencing or use our interactive PDF Customer Service Form.
3. Email the completed Customer Service Order Form to the contacts listed above or fax to 713-674-7823.
4. A response with a Service Order number will be sent to the email address submitted on the order form, and a follow-up email will be sent with the shipping confirmation number and/or coordinate a scheduled date of service.

Shipping Damage / Order Discrepancy Request

Contact Name	Extension	Email
Levi Pirir (Order Discrepancy Contact)	x 110	levi@neumadoors.com

1. Complete the Shipping Damage/ Discrepancy Form. Be sure to include your purchase order number, complete address and contact information. Forms submitted with incomplete information will slow the process.
2. Submit your Shipping Damage/Discrepancy Form with photos and written proof of damage on the Bill of Lading or shipping documents.
3. Email the completed Shipping Damage/Discrepancy Form to the contacts listed above or fax to 713-674-7823.
4. A response will be sent to the email address submitted on the order form, and a follow-up email will be sent with the shipping confirmation number.

*****DO NOT INSTALL DAMAGED PRODUCTS*****



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Customer Service Order Form For Neuma Doors Distributors Only

Date: _____

Neuma Distributor Issuing Request:

Distributor's Company Name _____ Telephone Number _____ Fax Number _____

Name of Person Completing Form _____ Telephone Number _____

Distributors P.O. # for this order _____ Neuma Doors' Sales/Order Confirmation # for this order _____

Distributor's Email to send Service/Shipping Confirmations _____

Service & Shipping Address Information (Distributor's Client or Dealer)

SHIPPING INFO	Company Name _____	SERVICE INFO	Contact Name/Representative _____	Note: All Fields Are Required
	Street Address _____		Street Address _____	
	City _____		City _____	
	State _____ Zip Code _____		State _____ Zip Code _____	
Telephone Number _____	Fax Number _____	Cell Phone Number _____		

Description of Parts Needed Please refer to Neuma Doors' spec drawings for accurate part numbers - Click below to see the full listing of parts

Detailed Description of Service Issue

Please Check the category that applies to this request and provide a brief overview so we may assist you better:

- Manufacturers Defect
 Installation Problem
 End User Damage
 Glazing Problem
 Shipping Damage
 Other: _____

Request a Service Visit? Yes No Just Ship Required Parts Yes No

Neuma Doors Use Only

Neuma representative to obtain signature that service issue is complete (Builder, Homeowner or On-Site Personnel, etc.)			Date of completion
Service Order #	Today's Date	1	2
Service Date:		CC:	
Notes:			



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Shipping Damage/ Discrepancy Claim Information Form

Date: _____

WARNING: DO NOT INSTALL DAMAGED PRODUCT(S)

Neuma Distributor Filing Claim:

Distributor's Company Name Telephone Number Fax Number

Name of Person Completing Form Telephone Number

City State Zip Code

Distributors P.O. # for this order Neuma Doors' Sales/Order Confirmation # for this order

Tracking /Pro Bill BOL Number

Distributor's Email Address

Description of Damages *Please include photos with your claim*

**NO CLAIMS WILL BE ALLOWED FOR SHORTAGES OR ERRORS IN SHIPMENT UNLESS
MADE WITHIN 10 DAYS OF RECEIPT OF GOODS.**

SHIPPING DAMAGE / DISCREPANCY STEPS TO FOLLOW

- 1) Accept shipment(s) only if you:
 - a. Notate damage/discrepancy on BOL/Delivery Ticket
 - b. Take Photos and submit to the shipping department
 - c. Send all photos/information to lilingchen2119@hotmail.com

- 2) Refuse shipment:
 - a. Notify Shipping Department
713-554-5586 ext.125
lilingchen2119@hotmail.com

Door Handing Guide

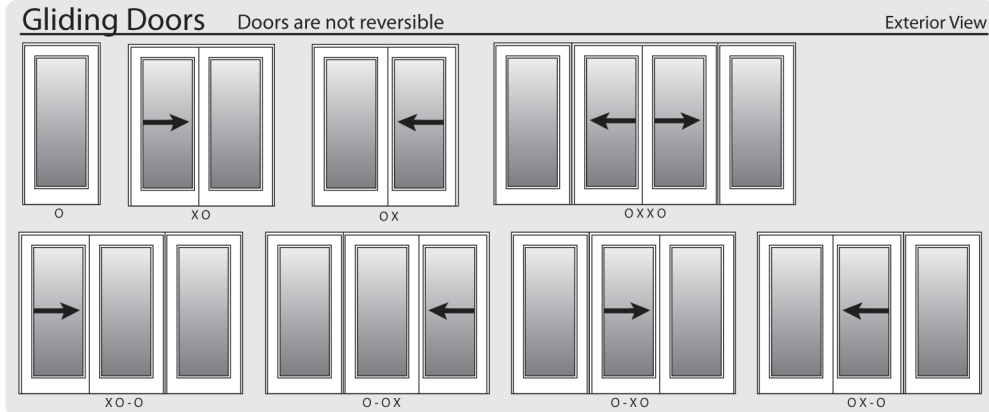
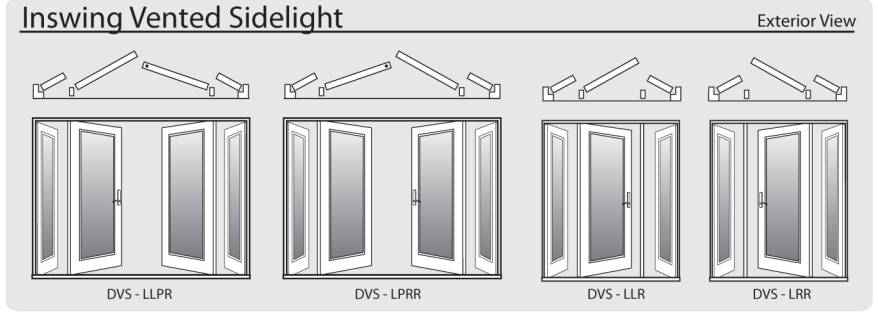
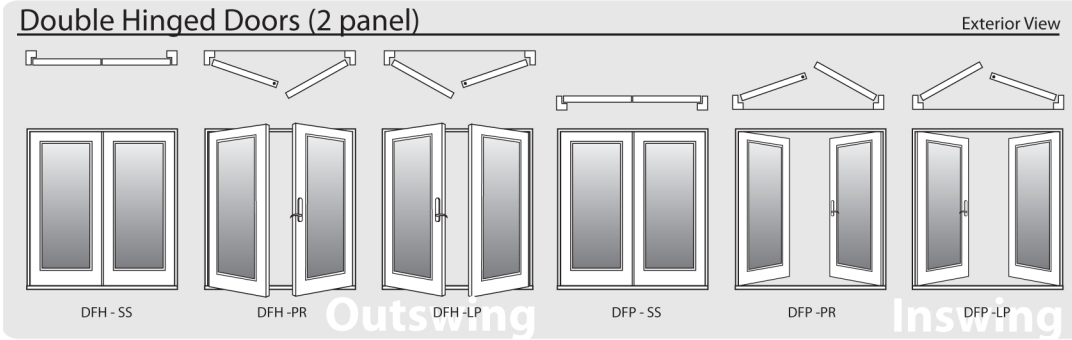
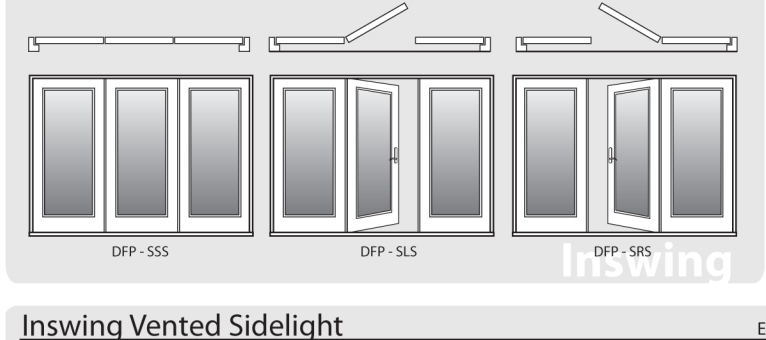
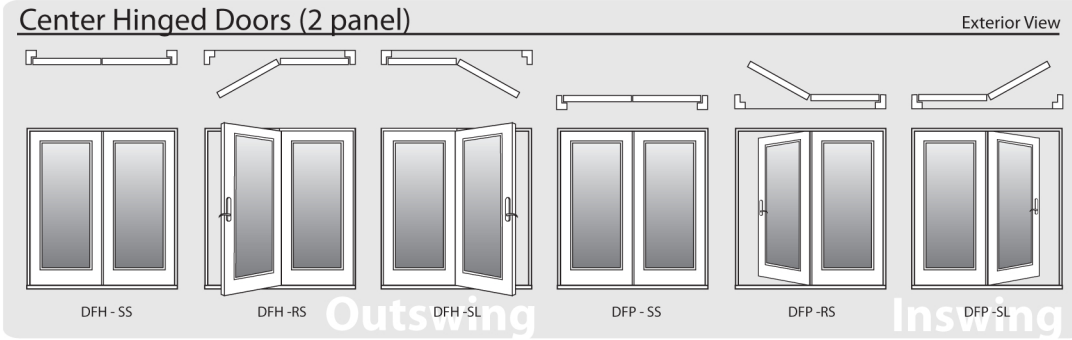
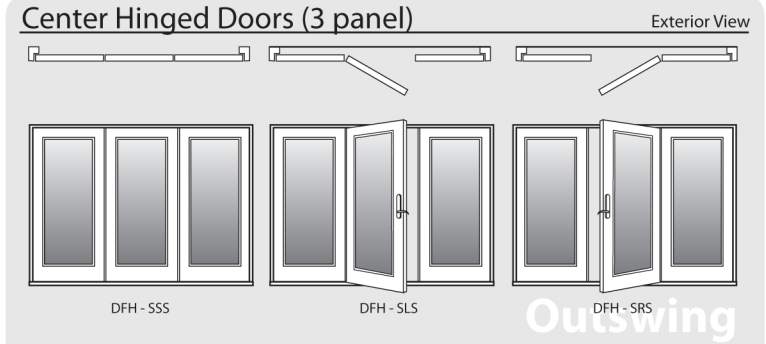
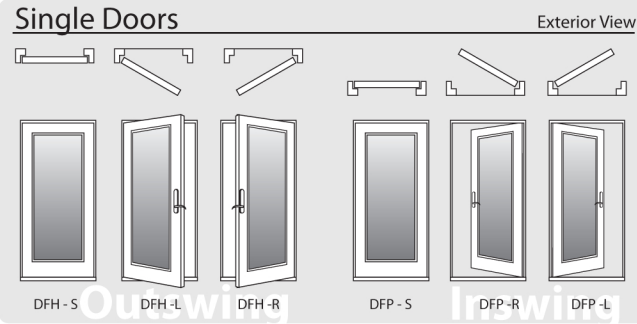
Choose which door type this service call is about

Hinged Door Terminology

- S=Stationary
- R=Hinge at right side (exterior view)
- L=Hinge at left side (exterior view)
- P=Passive

Gliding Door Terminology

- O=Fixed Panel
- X=Active Panel
- S=Stationary Panel



Indicate Door specifics:

Door Size: _____

Door Finish: _____

Glass: _____

Wall Condition: _____

Handleset: _____

Lock Option: _____