# AFTER-SERVICE FORM

Slingerweg 5 - B-3600 Genk - Belgium
**Phone.:**+32 (0)89 32 20 44
**Website:** www.winprof.be

0Dear customer,

We recently received your message in which you indicated that you would like to obtain after-sales service with regard to windows and/or doors.

Since the warranty we provide only covers construction defects on the windows/doors as well as condensation between the glass panes, we kindly request you to fill in the attached form clearly, so that you know the correct description of your problem.
The call-out costs are not free. **The costs for performed hours and materials will only be invoiced if the work is not covered by warranty**.

The costs are:

1. Travel expenses (from Genk)
   - Less than 30 km € 50.00 (excl. VAT)
   - Between 30 km and 60 km 75.00 € (excl. VAT)
   - Between 60 km and 90 km 100.00 € (excl. VAT)
   - More than 90 km 125.00 € (excl. VAT)
2. Hours worked: 65,00 € / hour (excl. VAT)
3. Cost of any materials used.
4. **ATTENTION :** parking permit must be in order where necessary! Additional costs will be charged if this is not the case. (mainly in the centre of Antwerp). There must also be parking space nearby.

We kindly ask you to be present at the appointment in order, to make the cause of the problem known to our workmen. Any damage caused as a result of our work must be reported immediately to our people on site.

**ATTENTION**: a fixed price of €75 excl. VAT will be charged if no one is present on the agreed date of the intervention.

Please return the requested document, signed, by return mail or send it to the address below if you agree to the above conditions:

WINPROF NV
Slingerweg 5
3600 GENK

We will then contact you as soon as possible to make an appointment.

Sincerely,

Winprof NV

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Name: ……

Site address :……

Commune:……

Email: ……

Invoice address:……

VAT number:……

| facade designation (front facade, L/R facade, rear façade + position) | Draw the window/door and point the position of the problem+ send photos/video by email or post | Explanation of the problem |
|---|---|---|
| | | |
| | | |
| | | |

Do you prefer a specific day or hour. Choose from, in the morning or afternoon or no preference.
**Except on Saturday and Sunday**

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The telephone number where you can be reached between (between 07:00 and 15:45)

……

Winprof reserves the right to schedule and/or change the works at its own discretion and in accordance with its own work schedule, regardless of whether this has an impact on certain costs, which will always be calculated individually.

Date,

……

Signature,

……