



Wintegra Windows Inc.
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Service Outline at Wintegra

At Wintegra Windows and Doors, we understand that outstanding service and support are crucial to your success. We pride ourselves on being more than just a service provider; we are your dedicated partner, committed to ensuring your experience with us is exceptional.

1. Service /Claim with all details should be submitted (online), a claim number will be generated. (Cc responsible Regional Sales Manager)

[Service Requests \(wintegra.ca\)](http://wintegra.ca)

2. After submitting the claim, email will be generated to inform the claimer about the process and next steps taken

3. Service Team is reviewing/investigating the claim in no longer than 48h (from time of submission) and a resolution with a clear instruction will be provided and communicated to all involved parties

4. Date and Time for the service visit call will be scheduled and confirmed

5. Claim will be solved to the satisfaction of our valued client

6. Final report will be generated and communicated to all parties - (Claimer/Service Manager & Regional Sales Manager)

Our team is available around the clock to address any questions or concerns you may have. Whether it's technical assistance, product inquiries, or feedback, we are here to provide timely and effective solutions. Our support specialists are trained to understand your unique needs and are empowered to deliver personalized assistance.

We continually strive to enhance our service offerings by incorporating your feedback and staying ahead of industry trends. Our goal is to not only meet but exceed your expectations, ensuring that you always receive the highest level of support.

Thank you for choosing Wintegra Windows and Doors. We look forward to supporting you and your business.

Sincerely,
Service Department at Wintegra Windows and Doors