

Serena Shores – CWS Warranty Claim Instructions:

- Document damaged or defective product with photographs (for submission with claim)
- Go to <https://service.cws.cc> to access Field Service Request Form (right side) and click 'Start'
- Read disclaimer regarding service charges and click 'Accept' to continue
- This will take you to the CWS Field Service Request Form, which can be filled in and submitted entirely online
- The CWS Customer Information should be input as follows:
 - ❖ Company Name: **ABC Supply**
 - ❖ Customer #: **ABC 303**
 - ❖ Name of Requester: *(Enter Your Name)*
 - ❖ Company Location: **Daytona**
 - ❖ Requester Phone & Email: *(Enter Your Contact Info)*
 - ❖ CWS Original Order Number: **354084**
 - ❖ Original PO #: **27453983**
 - ❖ Original Ship Date: **6/9/2015**
- The Product(s)/Reported Issues should include the following:
 - ❖ Line Number can be disregarded
 - ❖ Quantity: *(Enter Number of Doors Affected)*
 - ❖ Product Series: **8900 Series**
 - ❖ Issues Being Reported: *(Enter Detailed Description of Issues, Include Door Size)*
 - ❖ Can **Upload Images** of the issues/damage in this section
- The Product Owner's Information section can be completed with your personal information, including any additional details or information related to your service request
- Final step is to click 'Submit' and receive confirmation that your Field Service Request Form was received and is being processed (print or save a copy for your records)
- CWS will email confirming receipt of the form and will contact the Owner directly to request additional information or to schedule inspection and/or service work