

REPLACEMENT PARTS QUOTE REQUEST FORM

Wausau is committed to addressing your replacement part needs in a timely and cost effective manner. To request a quote for parts, please see the FAQs below, and if it is still appropriate to obtain parts directly from Wausau, please complete this form. Then, mail, fax, or e-mail it to Wausau (see information at bottom), or call your Wausau project manager for personal assistance. Please attach drawings or photographs to simplify the process.

**NOTE: MINIMUM ORDER AMOUNT OF \$250.00, NOT INCLUDING SHIPPING OR TAX
(Applies only to inactive projects)**

GENERAL INFORMATION			
YOUR NAME:		COMPANY:	
DATE:		PROJECT NAME:	
PHONE:		PROJECT LOCATION:	
FAX/E-MAIL:		WAUSAU PROJECT NUMBER:	
QUOTE DUE DATE:		CARD TYPE:	Visa / MC
SHIP DATE REQUESTED:		TAX EXEMPT?: <small>(IF YES, AT TIME OF ORDER, CERT. # WILL BE REQUIRED)</small>	Yes / No

PARTS LIST				
<i>Please send photos if available</i>				
	WAUSAU PART NUMBER	DESCRIPTION	QUANTITY	NOTES
1				
2				
3				

DISCLAIMER: Wausau's Standard Terms and Conditions of Sale apply. Wausau makes no representation or warranty, either expressed or implied, regarding the product, or its selection and application, including, but not limited to; compliance with building codes, safety codes, laws, merchantability, or fitness for a particular purpose.

REPLACEMENT PARTS - Frequently Asked Questions (FAQ)

What if I need just one or two parts?

Wausau's minimum order amount for inactive projects is **\$250.00**, not including shipping or tax. There may be other companies that offer the same part, but with a significantly smaller minimum order amount. Please check out the following sources for small quantity orders:

FOR HARDWARE:

www.aawindow.com

AA Window Parts and Hardware

www.blainewindow.com

Blaine Window Hardware, Inc.

www.truth.com

Truth Hardware

www.strybuc.com

Strybuc Industries – Window and Door Hardware

FOR BLINDS (and related hardware):

www.windowaccess.com

Window Accessories Company, Inc. (a.k.a. WACI)

What if I need an old part?

Wausau is only able to provide support for parts that aren't obsolete. The distribution and hardware companies listed above carry inventory longer than Wausau does, and have a higher likelihood of carrying those parts.

What if I don't know the Wausau part number?

Not knowing the part number is actually more common than knowing it. If you don't know it, please provide a photograph or use the Hardware Selection Guides on the Wausau Web site. "A picture is worth a thousand words," and will help speed up and increase the accuracy of the quote process.

What if I order the wrong part?

Wausau will make every effort to help ensure the part you order is the part you need, but unfortunately, Wausau doesn't accept returns, nor are we able to offer refunds for parts that weren't ordered correctly.

How do I pay for these parts?

For inactive projects, all replacement part orders require pre-payment by Visa or MasterCard. For active projects, please contact your Wausau project manager.

How will the parts ship?

All orders will be FOB point of origin. Quote pricing will include standard rate shipping (e.g. UPS ground), unless you advise otherwise.

What if I don't know the Wausau project number?

That's ok; the project number isn't a "must have". If you know the number, or can easily find it, please include this information. You can inquire with the building management to see if they can provide the project number, or for active projects, contact your Wausau project manager for the correct number.

If I agree to pay the price on the quote, what's next?

Indicate your approval on the quote, then Fax or e-mail it to Wausau. You will be contacted to obtain the necessary information to create and process your order. Please have the shipping address and your credit card information handy (number, expiration, security code, billing address, name on card, etc.).