Survivor Warranty Process

1. Lowes employee verifies warranty claim is valid. (Please refer to Survivor’s warranty. Ex. Seal failure is covered for 20 years from date of purchase. Broken glass of any kind is not covered.) If glass is needed for a unit that is not covered under warranty, it may be purchased by filling out the “Survivor Glass Order Form”.
2. Lowes employee fills out the “Survivor Warranty Form” (If the store does not have a copy of this form, please contact Atrium). The Lowes employee then faxes the completed form, a copy of the customer’s proof of purchase, and an “RP Worksheet” to Atrium Windows and Doors.
3. The claim is then verified by Atrium Windows and Doors to assure the claim is valid.
4. A “Claim Request” is entered into Window Wizard.
5. If the form is not filled out completely or the RP worksheet or proof of purchase is missing, this will delay in the processing of the claim.
6. The store will be notified by either fax or phone of the information still needed to process the claim.
7. Once all the information is received from Lowes, the glass is ordered and delivered to Lowes. (Normal lead time is approximately two weeks).