



Thank you for choosing Solar Innovations, Inc. for your project. Solar Innovations, Inc. requires you to validate your product warranty by completing the following information. In addition to providing the information necessary for warranty validation, Solar Innovations, Inc. requires that you provide photographs of the finished project to ensure it has been properly installed. Both interior and exterior photographs, as well as photographs of project details and decorative elements, should be included (10MB limit per e-mail message).

Solar Innovations, Inc. will accept photographs for validation via the postal service or email to skylight@solarinnovations.com - the total attachment size cannot exceed 10MB per e-mail. Digital photographs must be 300 dpi or higher to provide an adequate level of detail. Please contact the Marketing department for more information. As per Solar's Standard Terms and Conditions, these photographs may be used by Solar Innovations, Inc. for training or marketing purposes.

WARRANTY VALIDATION FORM

Sub Completion Date:

____/____/____

Today's Date:

____/____/____

Date Submitted:

____/____/____

Who is Submitting:

End User Name:

Project Name:

Project ID:

Project Address:

Where should the validation be sent?

End User Phone:

(____) ____ - ____

End User Email Address:

Customer Name:

Customer Phone:

(____) ____ - ____

Customer Email Address:

Project Architect: _____
Architect Phone: (____) _____ - _____
Ship Date: _____/_____/_____
Date of Substantial
Completion (Solar Install): _____/_____/_____

Photographs will be provided to Solar Innovations via: (Please choose one option)

- Postal Service (31 Roberts Road, Pine Grove, PA 17963)
- Email (send to skylight@solarinnovations.com)

In an effort to continue providing exceptional service to our customers, we would appreciate your help in rating our services during the planning, shipment, and delivery of your project.

In reference to your recent order:

- I worked with a Solar Innovations, Inc. dealer.

If so, which dealer:

- I worked directly with Solar Innovations, Inc.

Please check which services Solar completed:

- Shipment
- Delivery
- Installation

Please rate the Solar Innovations, Inc. sales representative who contacted you.

_____ My sales representative was **knowledgeable** when I had questions about my potential purchase.

_____ I was treated **professionally and with respect** by my sales representative.

_____ I received **timely responses** from my sales representative.

Please rate the quote you received for your project.

_____ My initial quote included the information I requested.

_____ I was able to **clearly understand** the quote in the format it was provided.

Please rate the drawings you received for your project.

_____ My project drawings included all of the information I was expecting.

_____ I received my drawings on the date I expected.

_____ I was able to **clearly understand** the drawings in the format they were provided.

Who was your project manager? _____

Please rate your project manager.

- _____ My project manager was **knowledgeable** when I had questions about the products.
- _____ I was treated **professionally and with respect** by my project manager.
- _____ I was able to **clearly understand** changes to my project and requests from my project manager.
- _____ I received **timely responses** from my project manager.

Please rate your project accountant.

- _____ My project accountant was **courteous**.
- _____ My project accountant provided **clear communication** regarding invoicing, etc.
- _____ I received **timely responses** from my project accountant.

Please rate the shipment and delivery of your project.

- _____ My project was shipped on time.
- _____ I was satisfied with the carrier who delivered my project.
- _____ There were no issues with my shipment and delivery.

If your project was installed by Solar Innovations, please rate the installation process.

- _____ My project was installed on time.
- _____ The installation crew left my job site in an **acceptable state of cleanliness** at the end of each day.
- _____ The installation crew was **respectful** of my job site / home.
- _____ I was pleased with the quality of the project's installation.

Overall Project Satisfaction

- _____ **Lead Times**
- _____ **Project Cost**
- _____ **Project Completion Date**
- _____ **Quality of your Solar Innovations product**

Would you buy a Solar Innovations product again? _____

Would you recommend Solar Innovations to others? _____

Are there any specific Solar team members you would like to recognize for above and beyond service during your project? _____

Solar Innovations would like to hear any additional comments on your experience.

Thank you for your participation. You will receive an email confirmation when your submission has been completed and processed, and your photos have been received. Please note your warranty validation card will be sent via email upon approval of all documentation.