



RENEWAL
by **ANDERSEN**
FULL-SERVICE WINDOW & DOOR REPLACEMENT

Frequently Asked Questions

Q: How long will my installation take?

A: Most of our installations can be completed in one day. If your project is larger or more complex, our Installation Schedulers will schedule your project for the proper number of consecutive days. Please note that while we aim to complete our installations within the scheduled amount of time, this is construction, and we may run into situations on the job that will require more time to complete.

Q: I'm paying cash for my project, when is my final payment due?

A: Your final balance is due the day of installation at the completion of your project. Our installers are authorized to collect payment from you in the form of check or credit card.

Q: I'm financing my project, when will I get the payment information?

A: On the day of installation the installers will bring you paperwork to sign once your project is complete. We release that paperwork to our finance partner, and about 30-40 days later you can expect to receive your payment information directly from our finance partner.

Q: What if there is inclement weather the day my installation is scheduled?

A: Our installation crews are able to complete your project in various types of weather. We watch the weather closely and reschedule only when absolutely necessary. If we need to reschedule your install we will contact you either the day prior or the morning of your scheduled installation. Our installers work in teams; during inclement weather each team removes only one window/door at a time, minimizing outdoor exposure to your home. In addition, we take precautions to keep your floors and furnishings protected against snow and dirt, foot traffic and construction debris.

Q: Do I need to be present for the entire installation?

A: No; however, we do ask that there is someone at the home to let our crew in at the beginning and then at the end of the installation to go over paperwork, product operation, and collect final payment/finance signature.

Q: When can I start using my new windows and doors?

A: Keep windows CLOSED and LOCKED for a minimum of 48 hours in order to allow the weather seal to conform to the window after installation.

Do not touch the interior or exterior sealant for 48 hours. All sealants on your new windows/doors need time to cure. If hanging curtains or blinds before the 48 hour period please be careful not to touch the sealant.

Screens must be installed and remain in the window for a minimum of 30 days to ensure proper fit and longevity.