

VT POLICY ON THE HANDLING OF CLAIMS

The distributor is responsible for the initial investigation of any claim, including researching the order details, determining possible root cause, visiting the jobsite (if required), and offering possible solutions. Final claim resolution will be determined, agreed upon, and approved by VT.

If assessed as a VT manufacturing issue and further inspection required, contact your Territory Sales Manager.

VT's claim submission form is available online to initiate your claim and facilitate completion.

Related Resources:

- [Heritage, Eggers, & Palladium Collection Warranty](#)
- [VT Architectural Wood Door Claim Form](#)