

DOWELL  
**CUSTOMER  
ORDERING**  
INFORMATION



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# DOWELL CUSTOMER ORDERING INFORMATION

Thank you for choosing Dowell for all your Windows and Doors.

We have outlined our simple **4 Step** order and delivery process, along with a **checklist** containing information that we require in order to provide you with an accurate, detailed and competitive quotation.

✓	Quote Request and Customer Checklist
<input type="checkbox"/>	<b>Your details</b> (name, address, phone, email, buying group member)
<input type="checkbox"/>	<b>Plans</b> (site plan, bracing plan, floor plan, elevations, window and door schedule)
<input type="checkbox"/>	Site <b>address</b>
<input type="checkbox"/>	When you will <b>require</b> the Windows & Doors onsite ( <b>estimated date</b> )
<input type="checkbox"/>	Frame <b>colour</b> (Standard colour range or special colour)
<input type="checkbox"/>	<b>Glass</b> type (clear and obscure in the wet areas or other)
<input type="checkbox"/>	<b>Reveals</b> (pre-primed pine is our standard offer)
<input type="checkbox"/>	<b>Acoustic</b> report (if applicable)
<input type="checkbox"/>	<b>BAL</b> report (if applicable)
<input type="checkbox"/>	<b>Energy</b> report (if applicable)
<input type="checkbox"/>	<b>Screen</b> quote (fly, barrier or SecureView)
<input type="checkbox"/>	<b>Emailed</b> to Dowell Estimating Team <a href="mailto:ordersqld@dowell.com.au">ordersqld@dowell.com.au</a>

1	Request a quote	2	Place your order
<ol style="list-style-type: none"> <li>1. Request a quote by emailing our Estimating Team with the required documentation on the checklist.</li> <li>2. Your quotation is then processed and emailed back to you. <b>Please Note:</b> Turnaround time is approximately 2 - 5 business days, however this may vary from state to state and product selection.</li> <li>3. Any changes required should be marked up and emailed back to Dowell for a revised quotation.</li> </ol>		<ol style="list-style-type: none"> <li>1. A signed copy of the quote or a purchase order referencing the Dowell quote and version number needs to be emailed to us. <b>Please Note:</b> A signed quote or purchase order must include a required delivery date. A purchase order will not be accepted if new plans are attached, this is a revision.</li> <li>2. Your Order is processed and put into Production. <b>Please Note:</b> No further changes to the order can be accepted from this point.</li> <li>3. A Confirmation of your Order is emailed to you.</li> <li>4. Should you have any questions or need more detail regarding your order, please email our Customer Service Team <a href="mailto:serviceqld@dowell.com.au">serviceqld@dowell.com.au</a></li> <li>5. A Customer Service Representative will call you prior to your delivery date to confirm you are on track for the requested date. <b>Please Note:</b> We need clear access to the site for the windows to be delivered</li> </ol>	
3	Delivery date	4	After sales service
<ol style="list-style-type: none"> <li>1. Your windows and doors are delivered to the site. (Preferably undercover, securely tied and photos taken for yours and our records).</li> <li>2. Any damage or discrepancies must be recorded and emailed to customer service within 24 hours of delivery (as per Dowell Windows Terms &amp; Conditions Part 13).</li> <li>3. Your invoice will be completed and sent out 48 hours after delivery.</li> <li>4. Any onsite tasks, such as glazing, bi-fold or corner stacker installations will be scheduled and completed after the main order is delivered (within approx. 10 working days).</li> <li>5. Your key pack is sent or delivered (including form 15, Warranty &amp; Product Maintenance information).</li> </ol>		<ol style="list-style-type: none"> <li>1. Final window and door adjustments are best scheduled after the final clean has been completed and must be requested with 10 working days notice. This can be booked with our Customer Service Team on <b>1300 882 188</b> or <a href="mailto:serviceqld@dowell.com.au">serviceqld@dowell.com.au</a></li> <li>2. Screen Installation (if applicable) will happen with the final window and door adjustments.</li> </ol>	