

What questions should I ask my dealer or Marvin Certified Installing Retailer?

When it comes to home improvement, communication is key. Here's a list of questions to consider when speaking with potential window and door replacement contractors.

- Do they have a list of references?
- Are they insured?
- What type of product and labor warranty do they offer?
- Do all the windows and doors need replacing?
- Would inserts or full-replacement windows make the most sense?
- Which material is best for this project, extruded aluminum or fiberglass?
- Is changing the type of window a good idea (*ie double hung to casement*)?
- What are the patio door options: slider, French, etc.?
- What glass performance packages do they recommend and why?
- What are the divided lite options?
- What are the decorative glass options?
- What are the hardware finish options?
- What are the door and window security options?
- Who's responsible for finishing interior wood or entry door surfaces?
- Are windows without screens less expensive?
- Are fixed windows (*windows that don't operate*) less expensive?
- Do they charge for removing and replacing shutters or curtains?
- Are they capable of removing trim and replacing it?
- Are they capable of altering opening sizes and what is their process?
- What is the probability of finding water infiltration damage?
- Are they capable of repairing water infiltration damage if they find it?
- What do they charge for repairs and/or structural alterations?
- Can they recommend a carpenter if needed?
- Can they recommend a painter if needed?
- How do they manage lead paint (*for homes built before 1978*)?
- Will there be a dumpster delivered?
- Will the windows and doors be delivered beforehand?
- Do they haul away the old windows and doors?
- Do they work weekends?
- Approximately how long will it take once they begin?
- When can they start?