



## 2026 PROGRAM GUIDE

TRADITIONAL WINDOW DEALERS

JELD-WEN®

# True BLU® Is Designed To Help You Succeed

The True BLU® program offers the tools and support you need to help grow your business with JELD-WEN® and LaCANTINA® products. By popular demand, all 2025 True BLU programs are returning for 2026, plus we have even more support coming your way!

Every year, we review each dealer's prior year sales and assign a tier. Your tier dictates your BLU® Bucks rate and access to our programs. Grow your sales each year to move up to higher tiers and unlock access to even more programs.

TIER 1	TIER 2	TIER 3	TIER 4	TIER 5	TIER 6
\$2.6 MILLION + (ANNUAL SALES)	\$1.3 MILLION - \$2.6 MILLION	\$700,000 - \$1.3 MILLION	\$350,000 - \$700,000	\$175,000 - \$350,000	\$0 - \$175,000

*All customers not subject to standard tiering and BLU® Bucks payout rates. Exceptions may apply.*

# TOOLS AND PROGRAMS TO EMPOWER YOUR BUSINESS



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# ACTION ITEMS

## READY FOR A GREAT 2026?

SET YOUR BUSINESS UP FOR SUCCESS BY CHECKING OFF THESE ACTION ITEMS:

### PARTNERS PORTAL ACCESS

- Ensure your login credentials are up to date by visiting [Partners Portal](https://partnersportal.jeld-wen.com/) at <https://partnersportal.jeld-wen.com/> and entering your username and password. Need login credentials, or having issues? Email [QQLsupport@jeldwen.com](mailto:QQLsupport@jeldwen.com).

### BLU® BUCKS REIMBURSEMENT READINESS

- Fill out your [W-9](#) form and [ACH set-up form](#) and email to [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com) to ensure you are set up for reimbursement.
- Both forms are available under the Marketing tab inside [Partners Portal](#).

### TRADEMARK LICENSING AGREEMENT

*If previously completed, skip this step.*

Complete your [Trademark Licensing Agreement](#) before launching any co-branded marketing efforts. This ensures proper use of our trademarks and protects both parties.

Please complete these two action items:

- Email the following information to [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com):
  - Dealer's full legal name
  - Complete business address
  - Type of entity (e.g., Corporation, LLC)
- We'll create the agreement for your review.
- Review, sign, and return the agreement. JELD-WEN will countersign and send you a final copy for your records.

# PARTNERS PORTAL

Partners Portal is our dealer hub. Everything you need to do business with JELD-WEN is here — from quoting/ordering to after-sale customer service. Find technical information, marketing support, educational resources, forms, and much more.

## ORDER AND WARRANTY SUPPORT

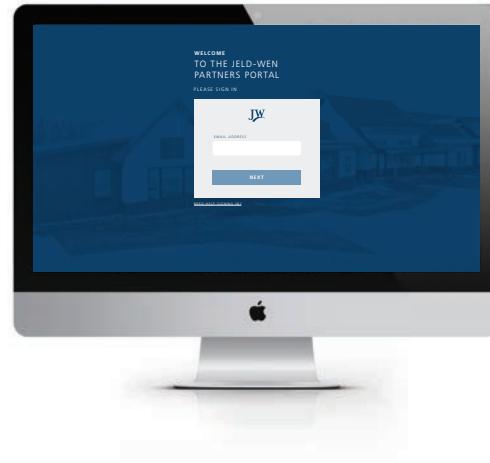
- Quick Quote Live™ (QQL)
- Order Status
- Lead Times
- Warranty Claims

## TECHNICAL INFORMATION

- Egress Calculator
- ADMs / Performance Charts / Product Brochures

## MARKETING, TRAINING, AND INCENTIVES

- Brand Store
- JELD-WEN University
- All True BLU® programs: BLU® Bucks, Marketing Toolbox, Dealer Display Program, Sapphire Circle™, and more



**JELD-WEN**

Home Order Status Warranty Education Marketing Contact Us 

**WELCOME TO THE JELD-WEN PARTNER'S PORTAL**



ORDER STATUS



SHIPPING LEAD TIMES



QUICK QUOTE LIVE™



SUBMIT WARRANTY CLAIM



EGRESS CALCULATOR



RESOURCES



JW UNIVERSITY



TRUEBLU / MARKETING

ACCOUNT DETAILS

User Name  
COMPANY  
Customer Number: 123456789

BLU® BUCKS SUMMARY

CURRENT TIER Last 90 Days  
Tier: 01  
Balance: \$01

SPEND YOUR BLU® BUCKS TODAY  
Go to the JELD-WEN Brand Store to check out the samples, showroom assets, and more.

[SHOP NOW](#)

CONTACT US

CATEGORY TSM  
Joe Smith  
PHONE: 123-098-7650  
EMAIL: joestore@jeldwen.com

CATEGORY TSM  
Sarah Johnson  
PHONE: 123-098-7650  
EMAIL: sarahstore@jeldwen.com

**JELD-WEN**

Home Order Status Warranty Education Marketing Contact Us 

**TrueBLU® & Marketing**

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 [TRUEBLU® PROGRAM GUIDE](#) [DOWNLOAD](#)

**DOCUMENT CHECKLIST**  
W-9 TAX FORM  
ACH DOCUMENTATION  
TRADEMARK LICENSING AGREEMENT

 [SPEND YOUR BLU® BUCKS TODAY](#)

**NEED HELP?**  
If you have questions or concerns email us at [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com)

**BLU BUCKS REIMBURSEMENT**  
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[SUBMIT NEW CLAIM](#)

**TRANSFER BLU BUCKS**  
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[TRANSFER BLUBUCKS](#)

**TrueBLU® Programs**

02/01/2025 Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad.



# BLU® BUCKS

## ELIGIBLE DEALERS: TIERS 1-4

BLU® Bucks are marketing funds designed to help you grow your business with JELD-WEN.

### HOW ARE BLU® BUCKS CALCULATED?

Funds are calculated off prior year annual sales of JELD-WEN® and LaCANTINA® products. Your BLU® Bucks payout rate is based on your tier, which is reviewed annually.

*If you purchase both windows and doors, your BLU® Bucks calculations are based on the category you sell more of.*

TIER	TIER 1	TIER 2	TIER 3	TIER 4	TIER 5	TIER 6
ANNUAL SALES	\$2.6 MILLION +	\$1.3 MILLION - \$2.6 MILLION	\$700,000 - \$1.3 MILLION	\$350,000 - \$700,000	\$175,000 - \$350,000	\$0 - \$175,000
BLU® BUCKS PAYOUT RATE	.6%	.5%	.4%	.3%	N/A	N/A

*All customers not subject to standard tiering and BLU® Bucks payout rates. Exceptions may apply.*

### HOW CAN I USE THEM?

Spend them in our online Brand Store for sales tools such as product samples and literature. Invest in local marketing activity and let us reimburse you. Or tell us about your business goals, and we can help brainstorm ways to use your funds.

### WHEN CAN I USE THEM?

To encourage steady activity, funds are split 50/50 and loaded into the first and second half of the year.

- First-half funds **expire June 30, 2026** at 5pm PT
- Second-half funds are loaded July 1 and **expire November 20, 2026** at 5pm PT

**PLEASE NOTE: FUNDS DO NOT CARRY OVER TO THE NEXT YEAR, SO PLAN ACCORDINGLY**

### WHERE CAN I CHECK OUR BLU® BUCKS BALANCE?

See your current balance on the [Partners Portal](#) home page.

*Unable to see or access your BLU® Bucks? Need to update or change your team's main contact for BLU® Bucks access? Please email [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com).*

**BLU® BUCKS SUMMARY**

**CURRENT TIER** Last 90 Days

**Tier:** 01

**Balance:** \$01

**SPEND YOUR BLU™ BUCKS TODAY**  
Go to the JELD-WEN Brand Store to check out the samples, showroom assets, and more.

**SHOP NOW**

**BLU® BUCKS SUMMARY**

**CURRENT TIER** Last 90 Days

**Tier:** 01

**Balance:** \$01

**SPEND YOUR BLU™ BUCKS TODAY**  
Go to the JELD-WEN Brand Store to check out the samples, showroom assets, and more.

**SHOP NOW**

# BLU® BUCKS REIMBURSEMENT

## ELIGIBLE DEALERS: TIERS 1-4

This program helps you drive growth through local marketing efforts, such as regional advertising, customer events, or custom display products from our plants.

### HOW DOES REIMBURSEMENT WORK?

You'll pay your expenses upfront, and then submit a reimbursement claim. We'll reimburse your expenses based on the rates below — up to 100% of your available BLU® Bucks.

### WHAT WILL BE REIMBURSED?

MARKETING INITIATIVE	REIMBURSEMENT RATE*
Displays & Samples	100%
Co-Branded Literature	Up to 100%
Training Events & Travel	100%
Co-Hosted Customer Event	75%
Co-Branded Promotional Merchandise (Your Vendor)	75%
Advertising	75%
Promotions	Up to 100%

\*Reimbursement rate is dependent on pre-approval and adherence to guidelines and specifications for each type of initiative. See page 8 for more information.

### HOW DO I SUBMIT A REIMBURSEMENT CLAIM?

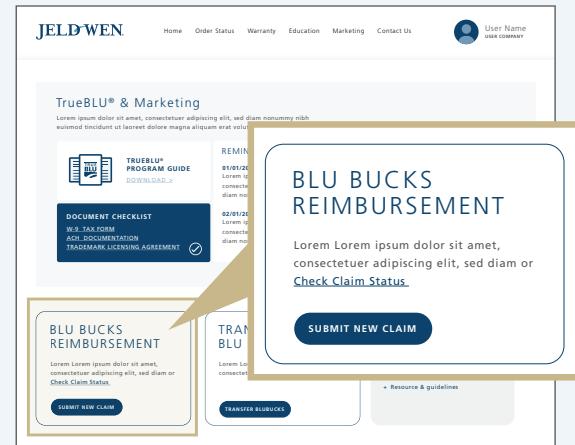
**BEFORE YOU SUBMIT:** Have you completed and turned in a current W-9 form and ACH set-up form for 2026? If not, please see page 4. Dealers will receive payment via ACH direct deposit after their claim has been approved.

**HOW:** Once you've paid your invoice, you can submit a reimbursement claim to cover the cost at the rates given above. Submit the paid invoice as documentation with your claim. Reimbursement will not be paid until the invoice has been paid in full.

**WHERE:** Submit claims with supporting documentation through the reimbursement tool in Partners Portal. Click the Marketing tab on the navigation bar, navigate to BLU® Bucks Reimbursement, and select "Submit New Claim."

**WHEN:** All reimbursement claims must be submitted prior to first- and second-half cut-off dates (see page 6 for 2026 cut-off dates).

**PLEASE NOTE:** *If you are ordering custom product from a plant, order acknowledgments are not acceptable documentation. Only paid invoices will be accepted.*



### WHEN WILL I RECEIVE MY REIMBURSEMENT?

Typical payout is 30-45 days from when the claim was submitted (given all supporting documents were provided). Check your claim status on Partners Portal.



# BLU® BUCKS REIMBURSEMENT GUIDELINES

## DISPLAYS & SAMPLES (100%)

*Pre-approval required? No.*

Shop the samples and displays on our Brand Store. If you don't find what you want, purchase custom product directly through Quick Quote Live™ (QQL). Once the invoice is paid, submit for reimbursement. Orders must be invoiced and paid in full prior to submitting them for reimbursement. Please account for plant lead times in advance of fund cut-off dates.

## CO-BRANDED LITERATURE (UP TO 100%)

*Pre-approval required? Yes, reimbursement rate is dependent on portion of JELD-WEN products within the literature.*

Need custom or co-branded literature? Email [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com) to begin the process.

## TRAINING EVENTS & TRAVEL (100%)

*Pre-approval required? Yes.*

All travel for JELD-WEN hosted training, plant tours, or other events should be booked through JELD-WEN's travel agent. Email [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com) to initiate all travel requests. Any travel not booked through JELD-WEN must be pre-approved by the True BLU® Administrator. All travel requires itemized receipts when submitting for reimbursement.

## EVENT SPONSORSHIP (100%)

*Pre-approval required? Yes, for any sponsorship costing more than \$10,000.*

This is a dealer-hosted event for which the dealer will use their BLU® Bucks to pay JELD-WEN's sponsorship or participation fees, such as a vendor expo. JELD-WEN must be actively represented with signage, co-branded items, personnel attendance, etc.

## CO-HOSTED CUSTOMER EVENT (75%)

*Pre-approval required? Yes, for any event costing more than \$10,000.*

The event is co-hosted by the dealer and JELD-WEN, such as "Dealer A and JELD-WEN are co-hosting a builder cookout." JELD-WEN must be actively represented with signage, co-branded items, personnel attendance, etc.

## CO-BRANDED PROMOTIONAL MERCHANDISE (YOUR VENDOR) (75%)

*Pre-approval required? Yes, all co-branded designs must be pre-approved by the True BLU® Administrator along with a signed Trademark Licensing Agreement.*

Co-branded merchandise purchased outside of JELD-WEN will be subject to a 75% reimbursement rate. Refer to the JELD-WEN Brand Store for a full offering of co-branded items available at 100% coverage by BLU® Bucks.

## ADVERTISING (75%)

*Pre-approval required? Yes, all co-branded designs must be pre-approved by the True BLU® Administrator along with a signed Trademark Licensing Agreement.*

Any advertising must be pre-approved by the True BLU® Administrator. Request pre-approval by submitting details to [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com). (Want to skip the hassle of pre-approvals? Our Marketing Toolbox gives dealers everything they need to create compliant, co-branded ads quickly. See page 14 for more details.)

## PROMOTIONS (UP TO 100%)

*Pre-approval required? Yes.*

Looking to run a SPIFF or promotion to grow sales? Email [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com) to learn how we can partner on a program.

## OTHER

*Pre-approval required? Yes. Email [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com) before you begin to ensure your activity will be covered.*

Your claim will be reviewed by the True BLU® Administrator, and a reimbursement rate percentage will be assigned accordingly.

### WHAT'S EXCLUDED FROM REIMBURSEMENT?

- ALCOHOL
- GIFT CARDS
- SEASON TICKETS
- ANY MATERIAL NOT USING CORRECT JELD-WEN OR LACANTINA BRANDING AND LOGOS



### APPROVED LOGOS



**BLU® BUCKS REIMBURSEMENT CLAIMS MAY BE APPROVED OR DENIED AT THE COMPLETE DISCRETION OF THE TRUE BLU® ADMINISTRATOR.**

# BRAND STORE

## ELIGIBLE DEALERS: ALL

The Brand Store is your one-stop shop for ordering JELD-WEN and LaCANTINA displays, product samples, marketing materials, and promotional items to help you educate and inform your customers, build awareness, and close more sales. **All items on the brand store are eligible for 100% coverage via BLU® Bucks.**

### HOW DO I ACCESS THE BRAND STORE?

Access the Brand Store from the [Partners Portal](#) home page.



## DISPLAYS AND BUNDLES

Based on your showroom needs, choose from a selection of full-size product, fixtures, or display bundles.

### FULL-SIZE PRODUCT

- Made to order, subject to standard plant lead times
- Product sized to fit standard fixtures on the Brand Store



*Siteline® Clad-Wood Casement Window*  
Product Code: 6A1966

### DISPLAY FIXTURES

- Some assembly required
- Fixtures accommodate the following product sizes:
  - Window Fixtures: 30" x 48"
  - Swinging Patio Door Fixtures: 36" x 80"
  - Walk-Through Patio Door Fixtures: 72" x 80"
- SIGNAGE AND PRODUCT NOT INCLUDED



Product Code: 000050



Product Code: FG000059

**IMPORTANT:** If you are installing a window into a fixture, the window must have a 4-9/16" extension jamb. If ordering window products with applied casing, please request at the time of order that the nail fins be removed.

### DISPLAY BUNDLES

- Includes product, fixture, and signage
- Arrives display ready with fixtures assembled and product/signage installed



Product Code: 000050B



Product Code: CS07792

## HAND SAMPLES

### CORNER WINDOWS

- 18" x 18" with wood base and carry handle
- Pairs with Dual Corner Carry Case



Product Code: CS22377



Product Code: CS07705

### MINI WINDOWS

- 20" x 30"
- Available with carry case for easy, on-the-go use



Product Code: CS07820



Product Code:  
JWL-TT200BLK-LOSE1  
JWL-TT200SBLK-LOSE1

### SAMPLE RINGS AND KITS

- Easy, on-the-go samples that showcase product options



Product Code:  
JWL-FD11-96809



Product Code:  
CS22320



Product Code:  
JWL-14157

### LITERATURE

- Product line brochures and sell sheets for quick reference



Product Code:  
JWL-10-568



Product Code:  
JWL-11-96987



Product Code:  
JWL-10-98558

## PROMOTIONAL MERCHANDISE



Product Code: JWP-9309-ASH



Product Code: JWP-804-NV



Product Code:  
JWP-8012



Product Code:  
JWP-246



Product Code:  
JWP-1108

## LOOKING FOR CO-BRANDED MERCHANDISE?

The Brand Store has a selection of high-quality items ready for co-branding, including apparel, drinkware, bags, and more.

### BEFORE YOU ORDER

A Trademark Licensing Agreement, signed by an official representative of the dealer and JELD-WEN, must be in place before co-branded merchandise may be ordered. You only need to complete the agreement one time. See page 4 for details.

### HOW DO I ORDER?

Email [jeldwencustom@thesourcinggroup.com](mailto:jeldwencustom@thesourcinggroup.com) and we will work with you directly to set up your order and obtain approval from the True BLU® Administrator.

**Please have your dealer logo ready to email.**

### HOW QUICKLY CAN I GET MY ORDER?

Allow 2-4 weeks for your co-branded items to be produced and shipped.

#### JACKETS



#### SHIRTS



#### HATS



## EVENT SUPPORT

Hosting an event? Get everything you need right from the Brand Store.

### BRANDED BOOTH AND TABLE DISPLAYS



Product Code:  
JWP-9416



### GIVEAWAYS



Product Code:  
JWP-8021



Product Code:  
JWP-9001



Product Code:  
JWP-16



Product Code:  
JWP-9404

Looking for more? Ask your Territory Sales Manager about our Tradeshow & Events program.

# MARKETING TOOLBOX

## ELIGIBLE DEALERS: ALL

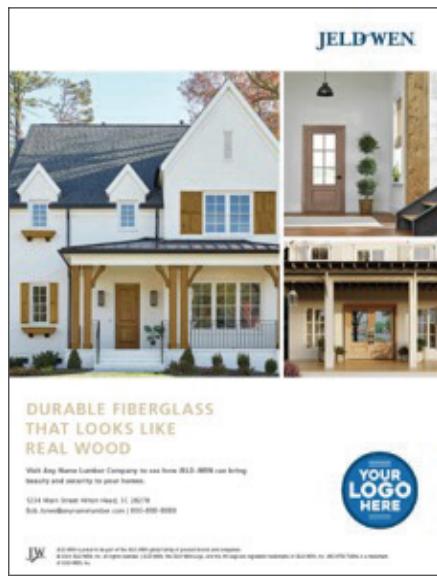
Stand out in your market with professionally designed, co-branded ads — customized for your business in just minutes. Marketing Toolbox gives you everything you need to promote our window product lines across print, digital, social media, and even radio.

- Create high-impact marketing assets fast — no design skills needed
- Reach customers wherever they are: online, in-store, or listening to radio
- Promote specific products with ready-to-use content
- Save time and boost your brand with every campaign



**Marketing Toolbox is simple to use but delivers powerful results.**

To start building your ads, visit the [Partners Portal](#).



Full Page Print Ad



Statement Stuffer



Web Ad



Social Media Ad

## BUILD IMPACTFUL ADS IN MINUTES

### STEP 1: SELECT YOUR AD TEMPLATE AND THEME

Options include product focus, design and style, and dealer partnership.

**Customize Your Ad**

\*Required

Print - Full Page Ad - 8.5" x 11"

Ad Content

Select Product Line

Select Product Line\*

- Steel\* Wood & Clad Wood Windows & Patio Doors
- Wood Windows General / JELD-WEN® Wood and Clad Wood Windows
- Vinyl Windows General / ALD® Vinyl Windows
- Vinyl Windows General / ALD® Vinyl Windows
- Steel\* Low Friction Under® Patio Door
- Coastal Impact Windows, Exterior Doors, and Patio Doors (General)
- Impact
- Molded Frame Interior Doors
- MOD® Interior Doors
- Karsan® Interior Doors
- Acoustic Interior Doors
- Flat Panel Mould
- DesignBrid® Self Close Barn Door Hardware
- Barn Doors
- Smooth-Plus® Fiberglass Exterior Doors
- Design-Pro® Fiberglass Exterior Doors
- Steel Exterior Doors
- Architectural Fiberglass Exterior Doors
- Direct Glaze Doors
- Designer Curved Collections
- Coastal Doors
- Modern Doors
- Modern Doors
- Traditional Doors
- Whole Home - All Windows & Door Product Lines
- Windows and Doors - All Windows & Door Product Lines

Preview your work Save your work

**JELD-WEN**

SELECT PRODUCT IMAGE 1

SELECT PRODUCT IMAGE 2

SELECT PRODUCT IMAGE 3

Visit Any Name Lender Company to see how JELD-WEN can bring beauty and security to your home.

123 Main Street, Suite 100, New York, NY 10001  
Bob.Jones@jeld-wen.com | 1-800-888-8888

### STEP 2: SELECT IMAGES FROM OUR CURATED GALLERY

Select images

Product Image\*



GALLERY

Product Image 2\*



Selected Options (3)



### STEP 3: CHOOSE THE HEADLINE FOR YOUR AD

Select Headline\*

Wood windows with exceptional design and performance

Innovative wood windows for homes everywhere

High performance solutions for every architectural style

Right for any space and every season

Preview your work Save your work

Location Information

\*Ad name

Finish Cancel



WOOD WINDOWS WITH  
EXCEPTIONAL DESIGN  
AND PERFORMANCE

Visit Any Name Lender Company to see how JELD-WEN can bring  
beauty and security to your home.

123 Main Street, Suite 100, New York, NY 10001  
Bob.Jones@jeld-wen.com | 1-800-888-8888

### STEP 4: DOWNLOAD YOUR COMPLETED AD

See examples of completed ads on page 14.

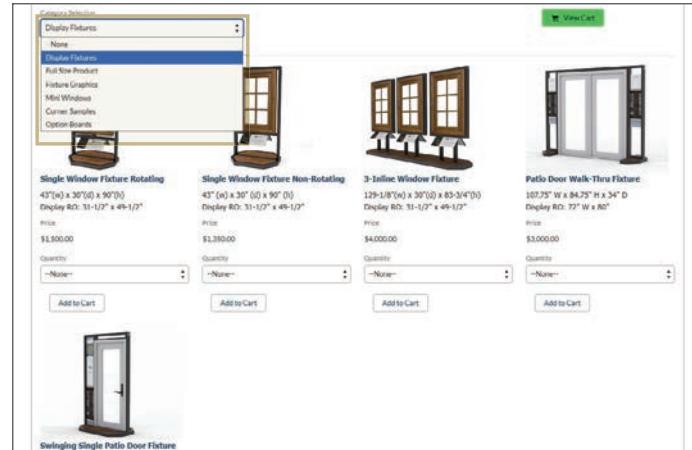
# DEALER DISPLAY PROGRAM

## ELIGIBLE DEALERS: TIERS 1-4

Ensure you have the best samples, displays, and signage in your showroom by utilizing your Dealer Display Program funds — up to \$5,000 per year.

### HOW DOES THIS PROGRAM WORK?

- Ordering Periods: Q1 and Q3. (Please note: Products are built to order and subject to plant and vendor lead times. Q1 orders will be delivered in Q2; Q3 orders will be delivered in Q4.)
- Spend your Dealer Display funds when the timing is right for you. Spend it all in Q1, all in Q3, or spend a portion during both ordering periods. You have \$5,000 total for the year (not per ordering period).
- During the ordering periods, select display and sample items from a preset menu that includes:
  - Display Fixtures
  - Full-Size Products
  - Display Graphics
  - Mini Windows
  - Corner Samples
  - Option Boards
- View your Dealer Display fund balance in [Partners Portal](#).



## HOW DO I PLACE MY ORDER?

Log into [Partners Portal](#) to access the Dealer Display Program order form. Make your selections, submit the form, and we will do the rest.



**Dealer Display Program Balance**

**Dealer Display** **\$5,000.00** **Balance:**

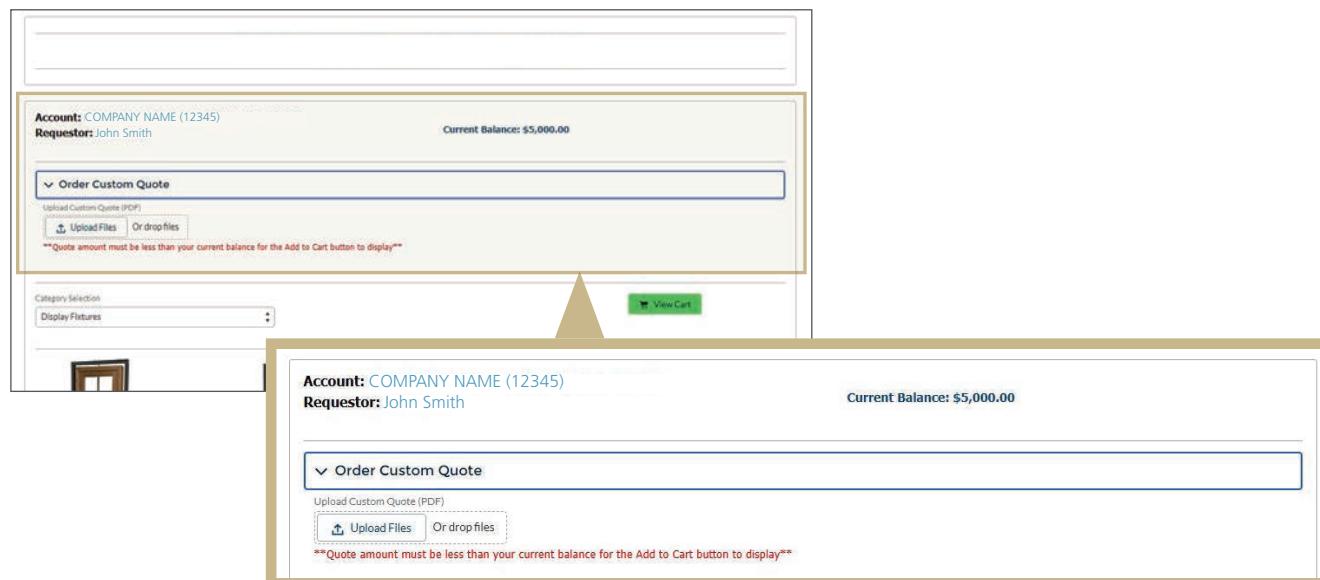
**ORDER NOW**

**JELD-WEN**

## ARE YOU A TIER 1 OR TIER 2 DEALER?

You can use your funds on custom product outside of the preset menu. Simply build a quote in QQL for your desired product(s) and upload onto the Dealer Display page.

- Quote must be in PDF format
- Quote amount must be below your available Dealer Display fund amount



**Account:** COMPANY NAME (12345) **Requestor:** John Smith **Current Balance:** \$5,000.00

**Order Custom Quote**

Upload Custom Quote (PDF)  Or drop files

\*\*Quote amount must be less than your current balance for the Add to Cart button to display\*\*

**Category Selection** **Display Fixtures** **View Cart**

**Account:** COMPANY NAME (12345) **Requestor:** John Smith **Current Balance:** \$5,000.00

**Order Custom Quote**

Upload Custom Quote (PDF)  Or drop files

\*\*Quote amount must be less than your current balance for the Add to Cart button to display\*\*



# 2026 SAPPHIRE CIRCLE™ CHALLENGE

## ELIGIBLE DEALERS: ALL

Everyone's favorite incentive program is back for another exciting year!

Sapphire Circle™ rewards dealer sales representatives for their hard work and dedication. Reward dollars and luxurious vacations make this annual challenge competitive, fun, and highly rewarding!

For 2026, Sapphire Circle will feature new ways to win, plus a new luxury destination for our grand prize winners. Stay tuned ... more details are coming soon!

## TWO WAYS TO WIN BIG!

### 1 REWARDS PROGRAM

- Every time you sell a set amount of JELD-WEN® windows and patio doors, earn reward dollars!
- Turn your reward dollars into gift cards to your favorite stores and restaurants.

### 2 GRAND PRIZE TRIP

- The top dealer OSRs across the country will earn a coveted spot on our Sapphire Circle™ trip to paradise!
- Winners will be determined by invoiced sales volume and announced at the end of the promotional period.



## READY TO WIN BIG?



# BUILDER VIP EXPERIENCE

## ELIGIBLE DEALERS: TIERS 1 & 2

To help win business for you and for JELD-WEN, we're offering any builder prospect with a potential for \$300,000 in annual sales an all-expenses-paid\* trip to a JELD-WEN manufacturing facility. Each VIP experience includes a top-notch itinerary customized to reflect the builder's business needs, personal interests, and available time. (We'll work with you to build an itinerary that benefits all parties.)

- Go behind the scenes to see how JELD-WEN products are made, with a personal tour from a member of our plant team
- Enjoy a fun afternoon or evening event, where the Builder VIP, dealer rep, and JELD-WEN rep can create a foundation for long-term partnership
- We highly recommend that Builder VIPs tour our wood windows plant and Midwest Learning Center in Rantoul, IL; all other U.S. plant locations and our global headquarters in Charlotte, NC, are also available

### KNOW A PROMISING BUILDER YOU'D LOVE TO PARTNER WITH?

Contact your Territory Sales Manager (TSM) and complete the interest form.

\*Expenses cover standard travel costs. Builder VIP Program subject to change without notice.



# PRODUCT AND SALES TRAINING

## ***ELIGIBLE DEALERS: ALL***

Equip your team with the product knowledge they need to succeed through our interactive, best-in-class training program.

### **WHAT ARE MY TEAM'S OPTIONS FOR TRAINING?**

- Live webinars tailored to your team's needs
- On-demand courses available anytime through JELD-WEN University (located inside [Partners Portal](#))
- In-person training (Your BLU® Bucks can reimburse 100% of the cost of Training Events & Travel, up to 100% of your available funds. See page 8 for more details.)

### **DO YOU OFFER ONBOARDING SUPPORT?**

Yes! If you're a new dealer, we'll contact you to schedule a JELD-WEN Onboard session to review your training goals and walk through available marketing programs. We can repeat this periodically for any dealer, to train new OSRs and team members.

### **WHAT ABOUT ONGOING SUPPORT?**

Yes. We can create a customized training track for select users to complete, to ensure your team stays informed and ready to sell.

*For questions or inquiries around training support please reach out to [jwu@jeldwen.com](mailto:jwu@jeldwen.com).*



Midwest Learning Center, Rantoul, IL

# JELD-WEN UNIVERSITY

## ELIGIBLE DEALERS: ALL

Window and door training — available anytime, anywhere! Accessible through [Partners Portal](#), JELD-WEN University is your go-to destination for comprehensive, convenient training, whether you're onboarding new team members or supporting seasoned millwork professionals.

- Product, software, and building-related trainings — from foundational knowledge to advanced insights
- Available on phone, tablet, or computer
- Downloadable presentations include PDFs with speaker notes

### WHAT KIND OF COURSES ARE OFFERED?

- Why JELD-WEN?
- Introduction to Windows and Doors
- Product Line Deep Dives
- Installation
- How to Read Blueprints and Takeoffs
- Site Safety and Personal Protective Equipment (PPE)
- Quick Quote Live™ (QQL)

Email [jwu@jeldwen.com](mailto:jwu@jeldwen.com) to ask questions, provide feedback, and learn more.



The screenshot shows the JELD-WEN University website. At the top, there's a navigation bar with links for 'Home', 'Courses', 'Resources', and 'Questions about Courses?'. A search bar and an 'Advanced' link are also present. The main content area starts with a welcome message: 'Welcome to JELD-WEN University, Christina.' Below this, a paragraph describes JELD-WEN as a leading manufacturer of windows and doors, mentioning its global distribution through retail home centers, wholesale distributors, and building products dealers. A link to 'Browse our product training using the links below.' is provided. The 'Product Training' section features a grid of images showing various door and window products. Logos for 'JELD-WEN UNIVERSITY', 'DOOR AMERICA', and 'FAS - AMERICAN BUILDING SUPPLY, INC.' are visible. At the bottom, there are two rows of larger images showing exterior and interior building facades.

# CONTACT US

## QUICK QUOTE LIVE™ & PARTNERS PORTAL

[QQLsupport@jeldwen.com](mailto:QQLsupport@jeldwen.com)

877-657-7272 Opt. 4



## PRODUCT, ORDER, & QUOTE INQUIRIES

**Questions about product specs, performance ratings, etc.?**

Check out our resources page on [Partners Portal](#).

**Need to report damage or missing items upon product arrival?**

Reach out to the respective emails or phone numbers within 14 days of receiving your order.

### Vinyl Windows & Patio Doors

[vinylsupport@jeldwen.com](mailto:vinylsupport@jeldwen.com)

877-657-7272 Opt. 1

### Wood Windows & Patio Doors

[woodsupport@jeldwen.com](mailto:woodsupport@jeldwen.com)

877-657-7272 Opt. 2

### Interior & Exterior Doors

[doorsupport@jeldwen.com](mailto:doorsupport@jeldwen.com)

877-657-7272 Opt. 3

## WARRANTY & AFTER-SALES SERVICE

### Immediate Assistance

Chat instantly with your Warranty Representative through the [Dealer Self Service Portal](#).

Call the dedicated dealer line at 833-780-2273.

### Email Assistance

For all active cases or reporting new cases:

[JWwarranty@jeldwen.com](mailto:JWwarranty@jeldwen.com)

For technical system support only:

[DSSsupport@jeldwen.com](mailto:DSSsupport@jeldwen.com)

### Onsite Virtual Product Assistance

Call 877-529-5353 to connect with a virtual JELD-WEN technician.

Caller must be present with product.

## MARKETING

For all marketing and True BLU® program inquiries, please reach out to [trueblu@jeldwen.com](mailto:trueblu@jeldwen.com).





All True BLU® programs subject to change at any time at the sole discretion of JELD-WEN.



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