



## **General Terms and Conditions**

### **Warranty Replacement:**

If any product produced at Northwestern Glass Fab fails to meet our warranty, Northwestern Glass Fab will supply a replacement of the defective material.

Northwestern Glass Fab will bear no other expense other than the replacement of the original product. Brin Glass Company makes no warranty that the material installed by others should be fit for a particular purpose or use. Building, fire and safety codes may vary widely. Northwestern Glass Fab will assume no responsibility for material installed by others if or when they do not meet local building, fire or safety codes.

### **Breakage:**

Northwestern Glass Fab does not warranty breakage of any type.

### **Pricing:**

Published prices for standard stock products are subject to change without notice.

### **Quotes:**

Quotes on custom fabricated products are valid for 60 days. Quote requests should be submitted in writing. Northwestern Glass Fab will not be held liable for any verbal quote requests.

### **Non-Account Customers:**

All custom fabricated orders for customers without an account with Northwestern Glass Fab will be prepaid with no exceptions.

### **Cancellation Policy:**

All custom orders that have not been entered into production may be cancelled. If the order has been started the customer will be responsible for any fabrication that has been done. The same policy is in effect for any changes made to a custom order.

### **Glass Inspection and Credit Policy:**

Fabricated glass and mirror will be inspected under normal daylight conditions at a 90-degree angle to the surface of the glass or mirror. Any defects or imperfections in the glass or mirror that cannot be seen from 40" or more are deemed acceptable (based on industry standard ASTM specification for flat glass).

Credit will be given on scratched or blemished fabricated glass when these imperfections can be seen at 40" or more from the glass or mirror. Northwestern Glass Fab will make every attempt to inspect the glass and mirror prior to and at delivery. If possible the consumer should inspect the glass for defects at delivery. If inspection at delivery is not possible all unpackaged glass or mirror should be inspected by the consumer within 24 hours of delivery, or 5 working days for wrapped glass products. Any imperfections must be reported to Northwestern Glass Fab immediately.

Delays in reporting scratches or blemishes can result in no credit issued. Scratched or chipped glass that has been cut, fabricated or installed by the customer is not eligible for credit.

Please contact your sales representative with questions regarding this policy.

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