



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 expense other than the replacement of the original product. Northwestern Glass Fab 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 are processed and sent to the production floor immediately following your receipt of order acknowledgment. Once the order has been sent into production, it cannot be changed. Please verify for accuracy before your order is placed. If the order has been started, the customer will be responsible for any fabrication that has been done.

Glass Inspection and Credit Policy:

Glass and mirror products will be inspected according to the standards and tolerances detailed in the *Quality Specifications* document found on our website. Any perceived blemish or defect that fails to meet these specifications may be eligible for credit.

Northwestern Glass Fab will make every attempt to inspect the product(s) prior to and at delivery. Customer should inspect the glass for blemishes at delivery. If inspection at delivery is not possible, the product should be inspected by the customer within 24 hours of delivery, or 5 business days for wrapped glass products.

Any perceived blemishes must be reported to Northwestern Glass Fab immediately. Delays in reporting blemishes can result in no credit issued. All defects must be clearly marked on the glass for inspection before return to Northwestern Glass Fab.

Scratched or chipped glass that has been cut, fabricated or installed by the customer is not eligible for credit.

Return Policy:

Custom fabricated, cut to size, or special order material cannot be returned.

A 15% restocking fee will be applied to all returned stock material.

All products that may be eligible for credit must be returned within 1 month of delivery. If this is not possible, please contact a customer service representative immediately.

Contact your sales representative with questions regarding these Terms and Conditions.

6/13/19