



General Terms and Conditions

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 ("NWGF") will not be held liable to any verbal quote requests.

Non-Account Customers:

All custom fabricated orders for customers without an account at NWGF will be prepaid with no exceptions.

Cancellation Policy:

To expedite our service, 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 your order for accuracy before it is placed. If the order has been started, the customer will be responsible for any fabrication that has already been done.

Return Policy:

Custom fabricated, cut-to-size, special order items, and stock sheet splits cannot be returned.

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

All stock items that may be eligible for credit should be returned within **1 month of receipt**. To be eligible for credit, stock items should be in like-new condition. If boxed or packaged, packaging should be unopened and undamaged.

Warranty Replacement:

If any product produced at NWGF fails to meet our warranty, NWGF will supply a replacement of the defective product. NWGF will bear no expense other than the replacement of the original product.

NWGF provides no warranty that products installed by the customer or other parties are fit for a particular purpose or use. Building, fire, and safety codes may vary widely. NWGF will assume no responsibility for products installed by the customer or other parties if or when they do not meet local building, fire, or safety codes.

Product Responsibility and Shipping:

NWGF is responsible for products that are shipped from our location to the delivery address listed on the order confirmation. Customer is responsible to check that orders are **complete, accurate, and free of any breakage** upon receipt. NWGF should be notified **within 24 hours of receipt** for replacement.

NWGF will assume no responsibility for product shipped/transported to any subsequent jobsites or additional addresses.

Defect Inspection and Credit Policy:

NWGF will make every attempt to inspect product(s) for defects prior to and at delivery.

Customer should also inspect the glass for defects such as **scratches and chips at delivery**. If inspection at delivery for these defects is not possible, the product should be inspected by the customer:

- **within 24 hours of receipt, or**
- **within 5 business days of receipt for wrapped glass products**

If the customer believes that the product is not within written specifications (see **Quality Specifications** document found on our website), the defect(s) should be reported to NWGF within the time frames above. Delays in reporting defects may result in no credit being issued.

Scatched, chipped, cracked, or broken products that have been **cut, modified, or installed** by the customer are not eligible for credit.

NWGF may request return of the defective product for inspection and/or quality improvement purposes. A Return Goods Authorization (RGA) will be issued to pick up the defective product.

To be eligible for credit:

- All defects should be clearly marked on the glass for inspection before return to NWGF
- The defective product should be returned to NWGF within **1 month of the RGA Pickup Date** shown on the RGA form. If this is not possible, please contact a customer service representative immediately.
- Once returned to NWGF, glass and mirror products will be inspected according to the standards and tolerances detailed in the **Quality Specifications** document found on our website. Any blemish or defect that fails to meet these specifications may be eligible for credit.

Please contact your NWGF sales representative with questions regarding these General Terms and Conditions.

10/9/20