



## GENERAL TERMS AND CONDITIONS

### Quotes:

Valid quotes will be provided to customers in writing and will be valid for **(30) days**.

### Pricing:

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

### Cancellation Policy:

To expedite service to our customers, all orders are processed and sent to the production floor immediately following your receipt of order acknowledgment. Once an order has been sent into production, it cannot be changed. Please verify your order for accuracy before it is placed. Cancellation requests must be received in writing and approved by NWGF. Upon cancellation approval, Customer agrees to pay for all material and fabrication costs already incurred.

### Return Policy:

All stock items that may be eligible for return must be returned to NWGF within **(30) days** of delivery or will-call pickup date. To be eligible for return, stock items should be in like-new condition. If boxed or packaged, packaging should be unopened and undamaged. A 15% restocking fee will be applied to all other returned stock items.

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

### Warranty Replacement:

If any product purchased from NWGF fails to meet written 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 Customer or other parties are fit for a particular purpose or use. Building, fire, and safety codes can vary widely. NWGF will assume no responsibility for products installed by Customer or other parties if they do not meet local building, fire, or safety codes.

## Shipping, Damage and Product Responsibility Policy:

**Delivery:** NWGF will make all reasonable attempts to inspect products for damage prior to and at delivery. NWGF assumes responsibility for products that are shipped from our location to the delivery address listed on the order confirmation. Customer assumes responsibility for damaged/damage to products that are transported to any subsequent jobsites or additional addresses.

Customer is responsible for confirming that orders are complete, accurate, and free of any breakage or other damage at time of delivery. Please inspect carefully. Customer signature of the delivery ticket verifies that the order is complete, accurate, and free of damage.

If full inspection at time of delivery is not possible, we ask that Customer fully inspects and reports any damaged or missing product to NWGF:

- within **(1) business day of delivery**, or
- within **(5) business days of delivery for wrapped, boxed, or crated products**

To expedite service, please send photos of damage to [orders@nwglassfab.com](mailto:orders@nwglassfab.com).

NWGF may request return of the damaged product for inspection and/or quality improvement purposes. If return is requested:

- A **Return Goods Authorization (RGA)** form will be issued for return of the damaged product
- **All damage should be clearly marked** on the glass for inspection before return to NWGF
- The damaged product should be returned to NWGF **within (30) days** of the RGA pickup date shown on the RGA form. If this is not possible, please notify a NWGF representative as soon as possible

Delays in reporting missing or damaged product may result in no credit being issued. Scratched, chipped, cracked, or broken products that have been **installed, cut, or otherwise modified** are not eligible for credit.

**Will Call:** Orders picked up at Will Call should be inspected and confirmed that they are complete, accurate, and free of any breakage or other damage at time of loading. Please inspect carefully. Customer signature of the delivery ticket verifies that the order is complete, accurate, and free of damage. Customer assumes responsibility for breakage or other damage to orders picked up at Will Call once they have left the premises.

## Non-Conforming Products Policy:

If Customer finds that any product provided by NWGF is not within NWGF written specifications/tolerances or does not otherwise meet expectations, please report the non-conformance to NWGF within **(15) business days of delivery**. Delays in reporting non-conforming product can result in no credit being issued.

To expedite service, please send photos of the non-conformance to [orders@nwglassfab.com](mailto:orders@nwglassfab.com).

Reasons for non-conforming product may include, but are not limited to:

- Order entry errors (Examples: incorrect size, quantity, product type, or requested fabrication)
  - Incorrect product shipped (Examples: wrong product type, size, or color)
  - Incorrect fabrication (Examples: wrong product type, size, color, hole/notch size or location error)
  - Out of tolerance (Examples: oversize seed in glass, excess bow of tempered glass, size of glass not within tolerance, size or location of hole/notch not within tolerance, debris or scratch inside of an IG)
- See NWGF [Quality Specifications](#) found on our website for all NWGF tolerance specifications

NWGF may request return of the non-conforming product for inspection and/or quality improvement purposes. If return is requested:

- A **Return Goods Authorization (RGA)** form will be issued for return of the non-conforming product
- **Reason for non-conformance should be clearly marked** on the glass for inspection before return to NWGF
- The non-conforming product should be returned to NWGF **within (30) days** of the RGA pickup date shown on the RGA form. If this is not possible, please notify a NWGF representative as soon as possible
- Once returned to NWGF, product will be inspected according to NWGF specifications/tolerances (see [Quality Specifications](#) document found on our website). Any reported non-conformance that falls outside of these specifications may be eligible for credit.

*Please contact your NWGF sales representative with any questions you may have regarding these General Terms and Conditions.*

5/16/2023