

November 1, 2018

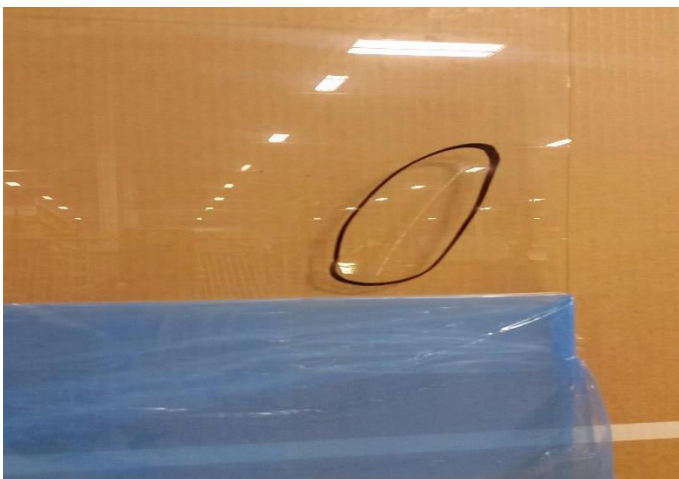
Proper Procedure for Inspecting and Reporting Damage on Wrapped Glass Products:

Please see below for the required steps needed to report damage on wrapped glass products received from Northwestern Glass Fab. These procedures must be followed to be eligible for any possible credits.

1. Inspection of the packaging should be done before the unwrapping begins. This is to document any damage to the actual packaging itself. If damage is noticed a photo should be taken and provided to Northwestern Glass Fab for review.



2. Once inspection of the packaging is complete, be sure to inspect the glass as the protective wrap is being removed. If damage is found, stop the unwrapping process, circle the damaged area with a marker and take a photo. Please include the damaged area and the unwrapped portion of the glass in the picture. See below for example:





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3. Report the damage immediately to our customer service department and send the photos to orders@nwglassfab.com for review.

If these procedures are followed you may be eligible for credit if reported within 5 business days of receiving the product from Northwestern Glass Fab. Failure to report damage after 5 business days of receiving the product will void any potential credits available.