



## **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 responsible for 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 the order for accuracy before it is placed. If the order has been started, customer will be responsible for the cost of 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 can vary widely. NWGF will assume no responsibility for products installed by the customer or other parties if they do not meet local building, fire, or safety codes.

## Shipping, Product Responsibility, and Damage Policy:

**Delivery:** NWGF will make every attempt to inspect orders 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. NWGF will assume no responsibility for products shipped/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 receipt. Customer signature verifies the order is complete, accurate, and free of damage.

If inspection at time of receipt is not possible, we ask that the order is inspected and reported:

- within **24 hours/1 business day of receipt**, or
- within **5 business days of receipt for wrapped, boxed, or crated products**

Delays in reporting can result in no credit being issued. Scratched, chipped, cracked, or broken products that have been **installed, cut, or 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. Customer signature verifies the order is complete, accurate, and free of damage. NWGF will assume no responsibility for missing products, breakage or other damage to orders picked up at Will Call once they have left the premises.

## Manufacturing Defects and Credit Policy:

If the customer finds that the product is not within written specifications or tolerances (see [Quality Specifications](#) document found on our website), the defect should be reported to NWGF immediately. Photos may be sent to [orders@nwglassfab.com](mailto:orders@nwglassfab.com).

NWGF may request return of the defective product for inspection and/or quality improvement purposes. A **Return Goods Authorization** (RGA) form will be issued for return of 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 NWGF representative as soon as possible.
- Once returned to NWGF, product will be inspected according to the standards and tolerances detailed in the [Quality Specifications](#) document found on our website. A defect that fails to meet 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.*

3/25/2022