

DEC 2004

## REPLACEMENT UNIT POLICY

You will appreciate that Custom Glass Ltd have no control over the installation of a unit. Therefore the following policy is in operation.

- 1) The customer is to contact our Sales Office with the complaint, providing details of the invoice or delivery note reference.
- 2) A replacement unit will be manufactured if you have an active account open. If you do not have an active account open, payment will have to be made pro-forma, before we manufacture the replacement unit.
- 3) We will then raise a returns note and a copy will be emailed to you. This should be attached to the rejected unit, with any known faults highlighted on the unit and returned to Custom Glass. Our driver will sign the returns note and you should keep a copy as proof that you have returned the rejected unit.
- 4) A chargeable replacement form will be sent when a unit/s is not to be supplied FOC. This will be supported with details as to why, and a returns note will not need to be issued.
- 5) When the rejected unit is returned it will be inspected and tested by our Quality Control Department.
- 6) If it is found that a fault has occurred during manufacture the charge for the unit will be credited or payment refunded. Our replacement unit policy does not cover consequential losses incurred during the replacement process. i.e. deglazing & reglazing costs etc
- 7) When returned to us, if the rejected unit is found not to be a manufacturing fault, we will write to you and advise you of our findings, giving you 14 days to examine the unit and respond accordingly.
- 8) Any external damage or breakages must be notified within 3 working days from delivery date. Please ensure all relevant order number and references are quoted on all correspondence.
- 9) Custom Glass will be unable to offer replacements for products that have been withdrawn from the Glass Manufacturers range. We can only offer the closest colour match product available to the original rejected unit.

**PLEASE DO NOT SEND UNITS BACK WITHOUT A COPY OF THE RETURNS NOTE ATTACHED AS THIS WILL CAUSE DELAYS IN CREDIT NOTES BEING ISSUED**

Thank you for your co-operation