



## **General Terms and Conditions**

### **Pricing:**

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

If Brin Glass Company ("BRIN") is delayed at any time in the furnishing of labor or materials needed for the Work due to a delay in the delivery of or unavailability of specified materials or components for reasons beyond BRIN's control, the time to furnish such labor and/or materials will be equitably extended to account for such delays or unavailability. Notwithstanding any other provisions to the contrary, BRIN will not be liable to Customer for any expenses, losses, or damages (including liquidated damages) arising from a delay in the delivery of or unavailability of materials. BRIN will provide Customer with notice of such delay or unavailability promptly after BRIN becomes aware of it.

### **Quotes:**

Quotes on custom fabricated products are valid for **60 days**. Quote requests should be submitted in writing. BRIN will not be held liable to any verbal quote requests.

### **Non-Account Customers:**

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

### **Payment:**

Payment on all invoices shall be made to BRIN within 30 days of issuance. All sums not paid when due will accrue interest at the rate of 1.5% per month.

### **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 BRIN fails to meet our quality specification, BRIN will supply a replacement of the defective product. BRIN will bear no expense other than the replacement of the original product.

BRIN 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. BRIN 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:**

BRIN 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. BRIN should be notified **within 24 hours of receipt** for replacement.

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

### **Defect Inspection and Credit Policy:**

BRIN 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 BRIN within the time frames above. Delays in reporting defects may result in no credit being issued.

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

BRIN 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 BRIN
- The defective product should be returned to BRIN 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 BRIN, 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 BRIN sales representative with questions regarding these General Terms and Conditions.*