



Mid - American Glass, Inc.

Entrances ~ Storefront ~ Curtainwall ~ Windows ~ Fabrication

ARCHITECTURAL METAL DEPARTMENT TERMS AND CONDITIONS

CORRECTIVE FIELD LABOR – In cases where a field product problem occurs that requires corrective action, it is imperative that the following procedure be followed:

A. Two (2) Hours or Less – No preauthorization is required. Submit detailed information on our “Corrective Labor Report” form to Mid-American Glass, Architectural Metal Department.

B. When Anticipated Labor Is More Than Two (2) Hours – You must contact your Customer Service Representative prior to any rework.

Step 1 – Our “Corrective Labor Report” will contain a check list of information your Customer Service Representative will need. Please have this information available prior to calling.

Step 2 – Once we have this information, an evaluation of the problem, cost and any options will be determined. One of the following will be done:

- a. If it is determined that you are to perform the rework, you will be authorized verbally by your Customer Service Representative. Written confirmation will follow immediately.
- b. If it is determined that Mid-American Glass will do the rework, you will be notified accordingly and a schedule determined.

Note A: A separate “Corrective Labor Report” must be submitted for each field product problem that occurs.

Note B: Mid-American Glass reserves the right to inspect any materials prior to the authorization of any corrective field labor.

Your cooperation in following this simple procedure will assist us in reducing the time required to accomplish corrective measures and make it possible for proper reimbursement to be given to your firm. However, it must be stressed, should this procedure not be followed, no credit or reimbursement will be made, nor will any claim be considered valid. Additionally, deducts or withholding payment will not be accepted without written confirmation from Mid-American Glass.

16 November 2004