

December 16, 2005

To: All Marketing Team Members

From: Ken Rader

Subject: Window and Door Field Claims.

We have been experiencing an unusual amount of Field Claims over the past year involving **windows** and **doors**. This is more than just the occasional breakage during delivery. It appears to be happening either during construction at the site or from improper storage after delivery. To help correct this problem we are going to strictly enforce paragraph nine (9) of the conditions of the sale on the back of the Contract;

9. Claims made for defects, damages in transit, or shortages will be considered or allowed by Manufacturer only if Purchaser has, immediately upon receipt of the shipment (with respect to which the claim is made), notified Manufacturer in writing on the delivery documents in detail as to the nature and extent of the defect, damage or shortage claimed, which must be verified and signed by driver. Claims for hidden damage or shortages reported within 48 hours after delivery may be accepted if they can be verified by a representative of the Manufacturer but no claims after that time will be considered. Acceptance of the shipment without setting forth defects, damages or shortages shall constitute acknowledgment that none exist.

To help your Customer with these changes we are including the new “**How to Properly Store Your Framing Package**” insert with the delivery paperwork. Further, we have always required our Marketing Team to fully inspect and inventory the package at delivery but now we need you to pay special attention to all **windows** and **doors**. This includes **windows** already installed in the walls. I realize that if a **window** is already installed it is more difficult to determine if the window is in good shape. However, you can see between the panels from the side of the stack and notice any damage to the foil covering and OSB at the edges of the window. The reason this is important is because the type of damage that is being reported would be noticed ahead of time in this manner. If you do notice that there is damage it is important to remove the upper walls to fully inspect the problem. I suggest that you inspect the stacks as they are being unloaded. That way it will be easier to remove upper walls if required. Obviously, there is still a potential of small cracks in the glass not noticed but the types of claims we have been receiving are of major frame damage that appears to have happened during site construction. Please call if you have any questions.