

Policies

WRITTEN QUOTES/ORDERS:

All quotes/orders are requested to be submitted in writing by fax, mail or email. Upon receipt of a quotation request or placement of an order, an acknowledgement will be prepared and sent back for your review. If you wish to place an order exactly as indicated on the acknowledgement, sign the acknowledgement and submit it back to Interstate by fax, mail or email. Once your signed acknowledgment is received, the order is immediately released to production and cannot be changed or cancelled. **Interstate's responsibility for errors is limited solely to those errors which differ from the signed acknowledgement.** Final measurements, options quantities, etc., are solely the customer's responsibility.

VERBAL QUOTES/ORDERS:

We strongly caution against verbal quotes/orders. Verbal quotes/orders will be accepted with the clear understanding that all responsibility for discrepancies is the customers. If placing a verbal quote/order, an acknowledgement will still be sent. **Interstate's responsibility for errors is limited solely to those errors which differ from the acknowledgement.**

COMPUTER ORDER ENTRY SYSTEM (COES):

All orders submitted (uploaded) through the COES are final upon uploading as indicated by the system and cannot be cancelled or changed. **Interstate's responsibility for errors is limited solely to those errors which differ from the COES acknowledgement.**

PRICING/DEPOSITS:

Quotes are valid for a period of 30 days from date of quote. All orders are priced at the pricing in effect at the time the order is acknowledged unless quoted within the prior 30 days. No orders are final until your signed acknowledgement is received at our office in Pittston Township, PA or you give verbal authority to proceed. We will try to give as much advance notice as possible in the event of price changes but Interstate will not be held responsible for changing market conditions if you should fail to keep your on-line pricing catalog current. A non-refundable 50% deposit is required from all non-credit approved customers before an order will be released to production with the balance due at time of delivery.

TERMS:

Interstate's credit terms are net 30 days; however, actual terms may vary based on credit review. All accounts must be current before orders will be processed. Service charges of 1½% per month, 18% annually will be assessed on all past due accounts and orders unclaimed 30 days after completion. Additional storage charges of 1½% per month will be assessed for unclaimed orders older than 30 days. All unclaimed orders will be billed 7 days after completion of order. Your acknowledgement acceptance or verbal order acceptance or remote entry order upload acknowledges that you understand and agree to abide by all order policies as stated within this Policies section, as well as any other stated terms and conditions that might exist pertaining to the product(s) that you ordered.

DELIVERY POLICY:

Dealers with previous year net annual purchases in excess of \$75,000 receive free tailgate delivery on all regularly scheduled delivery routes to an approved Interstate dealer location regardless of order value (no job site deliveries); otherwise freight charges shall apply to each delivery depending on delivery location and shipment value.

DAMAGES, RETURNS & ALLOWANCES:

In the event of damage or shortage notify our driver at once and be sure to note damage or shortage on your invoice with the Interstate driver's signature. Concealed damage must be reported within 7 days of receipt of merchandise or your claim may be denied. Glass breakage must be noted at the time of receipt of merchandise to receive credit. Inspect your order at time of delivery. Returns will not be accepted by our drivers unless approved in advance by Interstate home office or if merchandise being delivered is damaged. We will allow (net price) \$5.00 or \$ 1.20 per square foot for screen repair, and \$4.00 per square foot for dual glazed low-e insulated glass replacement if you choose to repair it yourself.

MANUFACTURING LEAD TIMES:

Most window orders are delivered in 8 days from the specified order cutoff date. Please allow:

- 2 to 3 weeks for Simulated Divided Lites (SDLs), Tempered Glass, Curved and Special Grid Patterns, Bows, Bays, Garden Windows.
- 3 to 4 weeks for Special Architectural Shapes, Diamond Grids, Laminated Glass, Wire and other unique glass requirements.
- 4 weeks for In-Stock and Special Order Custom Paint Colors.
- Up to 6 weeks for Color Match Custom Paint Color.

Allow up to the maximum lead times for proper scheduling of installations. Some orders may take longer due to your order cut off date and the order cut off dates of our suppliers or other conditions beyond our control or the control of our suppliers.

UNITED INCHES (UI):

United Inches equals the “make size” width plus the “make size” height of a window/door with fractions rounded to the next whole number for pricing. For example, a 30½” x 60¼” window equals 92 United Inches.

FIELD MEASUREMENTS:

We will assist upon request in the field measurements of windows. However, under no condition will Interstate accept responsibility for quantities, sizes, colors, options, local building code requirements, etc. as the final decision as to quantity, size, color, option, building code compatibility, etc., is that of the customer.

FINISHED WINDOW SIZES:

All windows must be ordered MAKE SIZE on the 1/4". Windows ordered Make Size will be manufactured to the exact size indicated. The finished size on all individual windows shall range from 1/16" greater than the make size desired to 1/8" less. On multiple window units, the overall finished unit size shall range from 3/16" greater to 3/8" less than the make size desired. On individual unit special architectural shapes finished sizes can range from plus or minus 1/4" from the requested make size in both width and height. Interstate suggests a rough opening of 3/8" to 5/8" greater than the make size to facilitate an easy installation and allow for normal expansion and contraction of the windows and building. Shim and square as necessary. Width is always stated first, followed by the height (w x h).

CUSTOM PAINT FINISH EXTERIORS, VINYL, INVISION VINYL & COMPOSITWOOD:

Virtually unlimited exterior paint color finishes are available upon request. A small can of touch-up paint is provided with each paint finish order.

Paint Color Options: Select from 3 paint options with 15-year finish warranty:

- 15 In-Stock Colors Adobe, Black, Brick Red, Bronze, Brown, Champagne, Clay, Cranberry, Cream, Earthtone, Gray, Green, Silver, Wedgewood Blue, White.
- Special Order Colors - paint colors not stocked but quickly available. Thirty-four (34) special order colors available.
- Color Match Colors - provide a sample of the specific color desired and paint will be custom blended for a close color match.

INSULATED GLASS:

• Overall Thickness, Airspace. We automatically select the most energy efficient insulated glass thickness and airspace that provides the lowest U-Factor (highest R-value) as certified by the National Fenestration Rating Council (NFRC) for the window/door model, style and glass options desired. Insulated glass will therefore vary from nominal 3/4" to 1 1/8" overall thickness.

• Spacer Type. Duralite warm edge spacer is standard on all Interstate window models. Super Spacer or Stainless Steel warm edge may be utilized in some special outsourced glass units. **A warm edge stainless steel spacer of stainless steel color will be used under the following conditions: On Patio and Swing doors; any window over 84" in any direction; any unit over 60" in both directions; any window requiring tempered glass; any window unit requiring 3/16" or 1/4" glass.**

VIEWS:

Operation: All window operational views are from the outside. • Architectural Shapes: All views on special architectural shapes are from the outside of the building.

RUSH ORDERS:

Subject to production pre-approval, rush orders will be accepted under the following conditions: Windows must be double hung, single hung, slider, casement, awning or picture window. No special architectural shapes, bows, bays, garden windows, custom paint colors, tempered glass, laminated glass, wire glass and other unique glass requirements, curved, diamond, Simulated Divided Lites (SDLs) or special grid patterns. All rush orders are final at the time of acceptance by Interstate. Rush orders will be complete by 4:00 pm on scheduled completion date and available for pick up. Delivery date not applicable.

UpCharge for Rush Orders:

Same Day:	Orders must be received before 10 AM	50%	Three Day:	Orders must be received before Noon	20%
Next Day:	Orders must be received before Noon	40%	Four Day:	Orders must be received before Noon	10%
Two Day:	Orders must be received before Noon	30%			