

INTRODUCTION TO INTERSTATE WINDOWS

STYLE KEY:

Awning	AWN
Bay	BAY
Bow	BOW-(# of lites)
Casement	CS-(# of lites)
Double Hung	DH
Garden Window	GW
Hopper/Basement	HOP
Patio Door	PD2, PD3, PD4
Picture w/Patio Door Sash	PDWIS
Picture Window Direct Set	PT
Picture Window w/CAS sash	FX
Picture Window w/DH sash	PTWIS
Sash Only	SASH
Slider	HS2, HS3
Single Hung	SH

Installation KEY:

Replacement Installation	R
Standard Nail Fin (optional new const.)	NFIN
Brickmold J-Channel (optional new const.)	INTBRK
Brickmold only	RBRK

Color KEY: Vinyl Solids

White (solid)	WHT
Clay (solid) Model 6800 only	CLY

Vinyl Interior Laminate Woodgrains:

#211 Winchester Light Oak (white exterior)	WINO
#273 Dark Oak (white exterior)	DKO
#274 Cherry (white exterior)	CHE
#209 Natural Cherry (white exterior)	NATCHE

Custom Paint Color Exterior (any interior)	PNTFNH
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CompositWood®

White SuperCap exterior, (white SuperCap interior)	WHT
Pine laminate interior, (white SuperCap exterior)	WHTPIN
Custom Paint Color exterior, (white or pine interior)	PNTFNH

This book is only a guide and is current at the time of printing. Our Web Center will reflect any future price changes and new product offerings. Interstate is not responsible for errors. Prices subject to change without notice.

Policies

WRITTEN QUOTES/ORDERS:

All quotes/orders are requested to be submitted in writing by fax or email. Upon receipt of an order, an Order Acknowledgement(s) will first be prepared and sent back for customer review. When you are in agreement with all on the Order Acknowledgement, sign the Order Acknowledgement and return by fax or email. Once a signed Order Acknowledgment is received by Interstate, the order is then immediately released to production and cannot be changed or cancelled. Interstate shall not determine window/door sizes from other manufacturers' product numbers or other data. **Interstate's responsibility for errors is limited solely to those errors which differ from the signed Order Acknowledgement.** Final measurements, options, quantities, etc., are solely the customer's responsibility. Quotes are valid for a period of 30 days from quotation date.

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 order, an Order Acknowledgement will be sent as noted above, which must be signed and returned before Interstate releases the order to production. **Interstate's responsibility for errors is limited solely to those errors which differ from the signed Order 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:

All orders are at the pricing in effect on the date the order is received, with prior price quotations honored for 30 days. No orders are final until the signed Order Acknowledgement is received. Interstate will typically give reasonable advance notice in the event of price changes but rapidly changing market conditions may limit the notice period. All pricing is subject to change without notice.

CREDIT 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 or delivered. Service charges of 1½% per month, 18% annually will be assessed on all past due accounts. The signed Order Acknowledgement or uploading of a Computer Order Entry System order acknowledges that you understand and agree to abide by all order policies as stated within this Policies section, pricing, as well as any other stated terms and conditions that might exist pertaining to the product(s) that you ordered.

DELIVERY POLICY, FEES:

Dealers with 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; otherwise a minimum delivery fee of \$100 shall apply to each delivery depending on the location. All orders are manufactured for immediate delivery. Interstate does not store windows. A fee of \$25 per window will be assessed if a delivery is refused or cancelled. Storage charges of 10% per month of order value shall be applied to completed orders held in storage. Complete orders shall be immediately invoiced if delivery is refused.

DAMAGES, RETURNS & ALLOWANCES:

Inspect your order at time of delivery. In the event of damage or shortage notify the driver and note same on your manifest with driver's signature. Concealed damage must be reported within 7 days of delivery or your claim may be denied. Glass breakage must be noted at the time of delivery. An optional Accidental Glass Breakage Warranty is available by separate purchase. Returns must be approved in advance by the Interstate home office unless merchandise being delivered is received damaged. Interstate allows (net price) up to \$1.00 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 DELIVERY TIMES:

Most window orders are delivered in 6-8 business days from the specified order cutoff date. Allow 2 to 3 weeks for Simulated Divided Lites (SDLs), tempered glass, curved and special grid patterns, bow & bay shells, garden windows. Allow 3 to 4 weeks for architectural shapes, diamond grids, laminated glass and other special glass. Allow 4 weeks for custom exterior paint finishes and 5 to 6 weeks for color match paint. Some orders may take longer due to Interstate supplier cutoff dates or conditions beyond Interstate control. Never schedule a jobsite installation until after all products have been received.

UNITED INCHES (UI):

United Inches equals the "make size" width plus 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:

Interstate may assist upon request in the measuring of windows/doors but under no condition accepts responsibility for quantities, sizes, colors, options, local building code requirements, etc. as final decision is solely that of the customer. **Interstate's responsibility for errors is limited solely to those errors which differ from the signed Order Acknowledgement.**

FINISHED WINDOW/DOOR SIZES:

All windows must be ordered MAKE SIZE on the 1/4" and will be manufactured to that make size indicated. The actual finished size on all individual windows/doors shall range from 1/16" greater than make size ordered to 1/8" less. On multiple window units the actual overall finished unit size shall range from 3/16" greater to 3/8" less than make size desired. On individual unit special architectural shapes finished sizes can range from plus or minus 1/4" from the make size ordered 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).

INSULATED GLASS:

Interstate automatically selects 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 specific window/door and glass options desired. Insulated glass will therefore vary from nominal 3/4" to 1 1/4" overall thickness. Duralite warm edge spacer is standard on all Interstate window models. **A warm edge stainless steel spacer of black color is used on outsourced insulated glass units, on windows requiring 3/16" and 1/4" thick glass panes, and on windows with tempered glass. A warm edge stainless steel spacer of stainless steel color will be used on Patio and Swing doors.**

VIEWS:

Window operational and architectural shape views are determined from outside of the structure (looking at the window from the exterior).

RUSH ORDERS:

Subject to production pre-approval, rush orders are considered under the following conditions and upon Order Acknowledgement signature acceptance: Qualifying windows are 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, (SDLs) or special grid patterns. Rush orders will be complete by 4:30 pm on the scheduled completion date and available for pick up. Delivery date not applicable. **Charges for Rush Orders.** Orders must be received before 10 AM for same day production. Same Day 50%. Next (one) day 40%. Two day 30%. Three Day 20%. Four day 10%.

Screen Hardware Standard Color Combinations			
Double Hung/Single Hung*/Slider* & Hopper Color	Screen Frame Color	Screen Location	Lock/Hardware Color
White, Solid	White (½ or full)	Exterior	White
Clay, Solid	Clay (½ or full)	Exterior	Clay
Interior Laminate Woodgrains/White Exterior	White (½ or full)	Exterior	Clay on Light Oak & Maple Bronze on all Cherry & Dark Oak
Pine Interior CompositWood®	White (½ or full)	Exterior	Clay
Casement/Awning Color			
White, Solid	FlexScreen ⁽²⁾	Interior	White
Clay, Solid	FlexScreen ⁽²⁾	Interior	Bronze
Interior Laminate Woodgrains/White Exterior	FlexScreen ⁽²⁾	Interior	Bronze
CompositWood®	White Interior, White Screen Pine Interior, Clay Screen	Interior Interior	White Interior, White Hardware Pine Interior, Bronze Hardware ⁽¹⁾
Patio Door Color			
White, Solid	White	Exterior	White
Pine Interior/White Exterior CompositWood	White	Exterior	White**
Exterior Paint			
Double Hung, Single Hung, Slider, Casement, Awning, Hopper	Vinyl: FlexScreen ⁽²⁾	See above	Select from Standard & Optional
	CompositWood: DH FlexScreen; HS painted aluminum screen		

* Single Hung and Single Slider available ½ screen only. ** Suggested hardware options for patio door interior laminates are: Brushed Brass or Brushed Nickel both interior and exterior. (1) Option for dark bronze screen with light bronze hardware; white screen with white hardware (2) Small size Casement/Awning may have aluminum frame screen