

INTRODUCTION TO INTERSTATE WINDOWS

STYLE KEY:

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|----------------------------|------------------|
| 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 |
| Patio Door Side Lite | PDWIS |
| Picture Window Direct Set | PT |
| Picture Window w/CS sash | FX |
| Picture Window w/DH sash | PTWIS |
| Single Slider, 2 or 3 lite | SS2, SS3 |
| Slider, 2 or 3 sash | DS2, DS3 |
| Sash Only (Deadlite) | DL |
| Single Hung | SH |
| Swing Door | SWING |
| Swing Door Side Lite | SWGSL |

CompositWood®

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

Installation KEY:

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

Color KEY: Vinyl Solids

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

Vinyl Interior Laminate Woodgrains:

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

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| Custom Paint Color Exterior (any interior) | PNTFNH |
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This book is only a guide and is current at the time of printing. 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 or a Computer Order Entry System (COES/WebCenter) remote order is uploaded, the order is then immediately released to production and cannot be changed or cancelled and becomes the financial responsibility of the customer.** 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 or the COES/WebCenter remote order.** 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 are discouraged but 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, WebCenter):

All orders submitted (uploaded) through the COES are immediately 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 15 days. No orders are final until the signed Order Acknowledgement is received or uploaded by customer through COES. 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 standard 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 (COES) 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

Dealer locations with net annual purchases in excess of \$75,000 in the preceding calendar year receive free tailgate delivery on regularly scheduled delivery routes regardless of order value. Dealer locations with less than \$75,000 in previous year purchases may have a delivery surcharge applied based on volume of purchases and location of delivery. Delivery Surcharges are applied per order and fee may be adjusted from time to time based on transportation cost. Delivery fee is waived for any backordered products and warranty claims less than one year from original delivery date. **All orders are manufactured for immediate delivery.** Interstate does not store windows. Storage charges of 10% per month of order value shall be applied to completed orders held in storage. Where delivery was refused a fee may be applicable for returned freight expenses, a charge for second delivery may apply, and Dealer location shall be billed in full as acknowledged/uploaded orders cannot be cancelled or changed. Interstate does not deliver to jobsites.

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. Review packing list in detail. Shortages must be reported at time of delivery or claims will be denied. **Concealed damage must be reported within 10 days of delivery or your claim may be denied. Damage claims are void on installed windows. 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 Warranty Department 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:

Interstate does not guarantee a delivery date or provide allowances should an order take longer to deliver than originally estimated at time of acknowledgement. Supply chain disruptions, trucking disruptions and capacities, peak load production times, and conditions beyond Interstate's control randomly affect delivery dates. Do not schedule an installation date until after all products for that installation have been received. Orders requiring extra-large outsourced glass, tempered glass, laminated and other specialty glass, simulated divided lites (SDLs), special grid patterns, diamond grids, bow & bay shells, garden windows, custom paint finishes and curved architectural shapes take longer than other products to deliver.

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 or order uploaded through COES.**

FINISHED WINDOW/DOOR SIZES, MULLED WINDOWS:

All windows/doors must be ordered **MAKE SIZE** on the 1/4" in both width and height. The actual finished manufactured nominal size on individual windows/doors and multiple windows ordered with Continuous Head & Sill T-Mullion shall range from 1/16" greater to 1/16" less than Make Size ordered. The actual finished size on multiple windows/doors ordered with Snap- In Mullions shall range from 1/8" greater to 1/16" less per each Snap Mull. Individual unit Architectural Shapes finished window sizes can range from plus or minus 1/4" from the Make Size ordered in both width and height. Interstate suggests a rough opening minimum of 1/2" greater than the ordered Make Size to facilitate an easy installation and to allow for normal expansion and contraction of the windows/doors and the building, with a rough opening greater than 1/2" on multiple Snap-Mulled windows. 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 or black SuperSpacer is used on outsourced insulated glass units including obscure glass, laminated and bronze & grey tinted glass, windows requiring 3/16" and 1/4" thick glass panes, 5/32" HG362 glass panes, and on windows with tempered glass. A warm edge stainless steel spacer of stainless steel color or grey SuperSpacer will be used on Patio and Swing doors.**

VIEWS:

Window, architectural shape and Rolling Door operational and views are determined from outside of the structure (looking at the window/door from the exterior). Swing Door operational views are from inside the structure (looking at swing door from inside).

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%.