

## MATERIAL AND LABOR REIMBURSEMENT RULES

### NEW MORNING WINDOWS, INC.

- 1) New Morning Windows does not warranty its glass in writing for any type of breakage. The only coverage is listed in our Material and Labor Reimbursement Policy under Stress Cracked Glass. If we determine at any time during the service claim that the glass was shattered and not cracked due to stress, the company that purchased the original unit will be invoiced for the cost of the replacement material and will also be responsible for covering the costs for installing the new glass.
- 2) We consider aluminum grille between the glass (AGBG) bars that become dislodged and/or fall to be a material obstruction. Do not install units with this condition. Contact our Customer Service Department to review possible solutions.
- 3) A glass claim will not be acted upon unless we receive a completed Field Service Request Form. New Morning will not authorize any service unless we have received quotes using our Service Provider Quote Form. These documents are easy to fill out and help us speed up your claim.
- 4) If we do approve a replacement labor quote, there are two payment options. We can issue a credit to the original window purchaser's account or we can pay the service provider directly. Each quote is thoroughly reviewed and evaluated. We may question quotes that we feel are inconsistent with generally accepted industry limits.
- 5) It is the customer's responsibility to prove that a window with a problem is, in fact, a New Morning unit. Please make every effort to locate our original sales order number. If our order number is not available, we will need a time frame for when the window was purchased and a general description of the unit or units in question. If we cannot find the original order packet, there is a good chance the window was not purchased from New Morning. Units manufactured after January 1, 2000, have a New Morning logo in the bottom right corner (as viewed from the interior).
- 6) Due to the unique nature of some of the products we manufacture, it is sometimes impossible to provide replacement material without a template made from the existing window unit. In some instances, a service provider can make a template if they are at the job site preparing a quote. We rarely ask for templates, but if we do, please make every effort to get one to us. We can provide you with detailed template-making instructions. If we manufacture replacement material without a template after recommending that one is needed, this material will be made on a "best effort" basis. If the new material does not work properly, New Morning must charge for any additional material.
- 7) In rare instances, New Morning has sent its own personnel to job sites to make service repairs. Only management personnel at New Morning can authorize this. It is available on a very limited basis and the availability of our staff may not coincide with the timing needed for the repair to take place.
- 8) New Morning products are sold through window distributors and dealers. Any service issues should be handled through the same channels as the original sale. If those channels are no longer accessible, builders and homeowners can call us directly for advice on how to proceed with a claim.

