

NEW MORNING WINDOWS SERVICE POLICY

NEW MORNING WINDOWS, INC.

Expectations are a given whenever anyone purchases products from a window manufacturer. Quality and reliability are certainly priorities that both the consumer and the staff at New Morning embrace. Our experience shows that in most cases customer expectations are met or exceeded by the material originally produced for them. However, there are occasions when products do need to be serviced. The following guidelines have been established to address consumer expectations so that problems will be resolved in a prompt and professional manner. Awareness of these guidelines will expedite the process and provide a clear understanding of what you can expect from us should a problem arise.

1) INSPECTION A thorough inspection is the key to any service claim. In most cases, the window distributor or dealer purchasing the product has personnel available or can arrange for a qualified service company to inspect the product.

2) DOCUMENTATION Fill out and submit our Field Service Request form. Please supply us with as much information as possible. Photographs are usually very beneficial and there may be instances where photographic evidence is required (see following note). New Morning can supply you with a camera if necessary.

NOTE Photographic evidence is mandatory whenever a claim involves physical damage to our product. This includes damage to interior or exterior window frames, window sash, accessories and stress-cracked glass. Labor reimbursement will be considered only upon receipt and after review of photographic evidence.

3) COMMUNICATION We expect our distributor and dealer customers to assist us in determining the best solution to your service claim. Keep us informed and stay in touch. We need you as our local partner to successfully complete any repair.

4) QUOTATION Prior to beginning any service work, we must receive and approve a completed Service Provider Quote Form. New Morning is establishing a nationwide service provider network, which in many cases will enable us to acquire service quotes. However, we may enlist the assistance of our distributor or dealer customers when our network is unable to respond. Only New Morning Windows can approve and authorize a repair. We are also responsible for selecting the service provider who will perform the work. We will not reimburse service providers for work that is not pre-approved by us.

5) FAIRNESS The bottom line with any service work is customer satisfaction. Many parties may be involved for this to occur. We expect and appreciate anyone involved to make all reasonable efforts to minimize and contain costs. Do not approve and/or proceed on any type of service work without New Morning's written authorization. Find out from us beforehand what expenses will be covered, and what limited warranties may apply after the repair is made.

6) COOPERATION Emotions can run high when dealing with service issues, but even in tense situations a calm, methodical and thorough approach is necessary. If everyone involved employs a cooperative attitude, we can remedy almost any service issue to the satisfaction of all the parties involved.

7) FOLLOW-UP The distributor or dealer handling the claim should assign a single individual from his or her staff to follow this process from start to finish. That person and the New Morning Warranty/Service Coordinator should contact the parties who initiated the claim to make sure a satisfactory resolution has taken place. We'll make every effort possible to achieve customer satisfaction.

Service