



Product Delivery/Inspection Procedure

1) Product Inspection¹

a) Basic Timeline²

i) Wood L-Rack & Wrapped

(1) 5 business days

(a) The factory should be contacted immediately regarding missing, damaged, or defective material.

(b) Damage cannot be covered under warranty if not reported within 24 hours of opening the product.

ii) Boxed Product

(1) 10 business days

(a) The factory should be contacted immediately regarding missing, damaged, or defective material.

(b) Damage cannot be covered under warranty if not reported within 24 hours of opening the product.

iii) Wood Crated Glass

(1) Must be visually inspected within 24 hours for breakage and quantity confirmation.

(2) Inspection for defects can be done as the crate is being opened to install the glass.

(a) Glass should be inspected as it is being pulled from the crate and prior to install for defects and/or damage (E.g., surface 1 or 4 scratches, clam shells, etc.).

(i) Video and photos showing the glass damaged coming out of the crate is required.

(b) Any damage reported after the product is installed will not be covered under warranty.

iv) Jumbo Crated Glass

(1) Glass is delivered direct from the vendor to the jobsite

(2) Must be visually inspected within 24 hours for breakage and quantity confirmation.

(3) Inspection for defects can be done as the crate is being opened to install the glass.

(a) Glass should be inspected as it is being pulled from the crate and prior to install for defects and/or damage (E.g., surface 1 or 4 scratches, clam shells, etc.).

(i) Video and photos showing the glass damaged coming out of the crate is required.

(b) Any damage reported after the product is installed will not be covered under warranty.

v) EDGE |s| Sheaves

(1) Confirm color and quantity received

(a) Report any discrepancies within 24 hours of receiving the product.

¹ Regardless of error source, replacement product may take several weeks. Early identification is crucial to limit construction path delays.

² An online service request, to file a warranty claim, must be submitted within the product inspection time-frames noted.



Product Inspection Extension Procedure

2) Product Inspection Extension Request

a) Custom Finish:

- i) We will allow up to 20 days from the final ship date of the product, to open, inspect, and report damage.
- ii) A service needs to be submitted within 48 hours of the product received date requesting additional inspection time.
- iii) A video showing where and how the product is being stored needs to be included in the initial service request for an extension.
- iv) A video needs to be provided once the product is ready to be opened showing nothing has been moved or tampered with.
 - (1) If damage is found, photos and/or video needs to show the product damaged as it is being opened.
 - (2) Any damage reported after the product is installed will not be covered under warranty.

b) Standard Finish:

- i) Additional inspection time allowance will be a case-by-case basis.
- ii) A service needs to be submitted within 48 hours of the product received date requesting additional inspection time.
- iii) A video showing where and how the product is being stored needs to be included in the initial service requesting extra time.
- iv) A video needs to be provided once the product is ready to be opened showing nothing has been moved or tampered with.
 - (1) If damage is found, photos and/or video needs to show the product damaged as it is being opened.
 - (2) Any damage reported after the product is installed will not be covered under warranty.
- v) A date will need to be provided by the dealer of when the product is to be installed.
 - (1) Once the date provided has come, the dealer is to follow the *Basic product inspection timeline*.

3) After Factory Packaging Removed

- a) All product specific labels should be reviewed.

4) Before Installation

- a) All products should be stored in a dry, protected area.

5) Product Protection During/Post Installation

- a) Study the Care & Maintenance Instructions. A few examples:
 - i) Installed product should be protected from construction debris and environmental concerns such as salt air.
 - ii) Aluminum, glass, and hardware should be cleaned as soon as possible.
 - iii) Finish, glass, and hardware should be protected after cleaning.
 - iv) Product finishes and hardware, not recommended for coastal applications, should get immediate and regular care (Care & Maintenance Instructions).
 - v) Sliding door thresholds are especially susceptible to construction damage.