



HEHR INTERNATIONAL

www.hehrintl.com

HEHR GLASS COMPANY

(Division of Hehr International Inc.)

Hehr Glass Company provides to our valued customers flat glass products to their specific requirements. Hehr Glass Company does not offer warranties or guarantees of performance that are not specified by our glass suppliers nor do we warrant or guaranty performance for our customer's use. How a customer handles and treats the glass product is solely the customer's responsibility. Hehr Glass Company will support only those practices that meet glass manufacturers' acceptable procedures:

- Prevent edge and surface damage to glass products through proper glass handling and protection;
- Keep glass free from contamination by material capable of causing surface defects;
- NOT APPROVED. The use of abrasive materials, razor blades or metal objects which can damage the glass surface when cleaning. Metal blades leave metal particles on the glass that cause scratching. Cleaning should be performed with products recommended by the glass manufacturers;
- All glass is represented to be "primary glass, quality 0-5, Glazing B" as defined in ASTM C 1036, covering flat glass for glazing. Other materials such as Tempered and Heat Strengthened glass are covered by ASTM C 1048. Laminated materials are covered by ASTM C 1172.

Limited Warranty

Hehr Glass Company warrants only to its immediate customers and to no other person that its glass products will, on date of shipment, meet the certain specifications and standards.

The Tempered Safety Glass, Laminated Safety Glass, Laminated Polycarbonate and Bullet Resistant product sold by Hehr Glass Company is warranted to have been manufactured to the following standards.

- For construction uses: ANSI Z-97.1 (latest revision).
- For Vehicular and DOT recreational uses: ANSI Z-26.1 (latest revision).

Additional glass requirements appearing on customers' documents are null and void unless specifically accepted in writing by Hehr Glass Company. Each unit of laminated glass is warranted to be free from delaminating for a period of two years from the date of manufacture. Each unit of laminated polycarbonate security glass product is warranted to be free from delaminating for a period of one year from the date of manufacture.

A warranty for architectural, security laminated glass or glass clad polycarbonate products to be installed outside the United States may be issued contingent upon intended product application and location.

Hehr Glass Company's liability under this warranty is limited to the replacement of the defective unit originally sold by Hehr Glass Company, F.O.B. Hehr's plant. The warranty of the replacement unit will extend for the remainder of the warranty period of the original unit.

Except as provided above, Hehr Glass Company makes, and you receive, no warranties, expressed or implied, statutory or by reason of any communication with you, and Hehr Glass Company specifically disclaim any warranty of merchantability or fitness for a particular purpose.

In no event will Hehr Glass Company be liable for the expense of installation or removal of a defective item or the replacement item, nor will Hehr Glass be liable for any special, indirect, incidental or consequential personal property or commercial damage, whatsoever, however caused and on whatever theory of liability based. This limitation will apply even if Hehr Glass has been advised of the possibility of such damage. You acknowledge that the invoice price reflects this allocation of risk.

Hehr Glass Company will not be liable for any other expense involved with the removal of a defective unit, the installation of the replacement unit, or any other incidental or consequential charges.

Return policy

For shipments of line items of less than 50 pieces, customer shall inspect each piece of glass immediately upon receipt. No returns are permitted and no credit will be given unless notice is given to Hehr Glass Company within 24 hours of receipt, not including Saturdays, Sundays and holidays.

For shipments of line items of 50 or more pieces, returns, if authorized as stated below, are permitted only if defects were discovered prior to the pieces being used in customer's production line process. Defects must have also been reported to Hehr Glass Company within 30 calendar days from receipt. Delaminating claims must be inspected by an authorized representative of Hehr Glass Company.

No returns will be accepted and no credit will be given without prior written authorization by Hehr Glass Company. No credit for returns will be given unless defects exceed the limits of applicable standards.