

GENERAL CONDITIONS CORRECTIVE FIELD REPAIRS

All corrective field repairs are subject to the limitations set forth in the Limited Warranty and Remedy. In cases where a material defect covered under Seller's Limited Warranty and Remedy is detected after a product has been installed such that KAWNEER deems corrective field repairs are required, the following procedure must be followed in order for any adjustment to be applied to the Customer's account:

A. When Anticipated Repair(s) Is Eight (8) Hours or Less – No preauthorization by Seller is required however, the Customer must submit detailed information to the Seller Customer Service Coordinator, including details of the defect covered under the applicable Seller warranty and a description of the required corrective field repair, in order for any adjustment to be applied to the Customer's account.

B. When Anticipated Labor Is More Than Eight (8) Hours – A Seller Customer Service Coordinator must be contacted prior to the performance of any corrective field repair.

Step 1 – On page 2 is a checklist of information that must be provided to the Customer Service Coordinator. Please have this information available prior to calling.

Step 2 – The Customer Service Coordinator will evaluate the anticipated corrective action as well as related costs and alternatives to rework and will determine which of the following procedures will be followed:

- a. If it is determined that the Customer should perform the rework, the Customer will be authorized by the Customer Service Coordinator. Written confirmation will follow immediately.
- b. If it is determined that Seller will do the rework, the Customer will be notified accordingly and a schedule determined.

The Customer's cooperation in following these procedures will assist Seller in reducing the time required to accomplish corrective measures and make it possible for proper reimbursement to be applied.

SELLER INVOICES SHALL NOT BE ADJUSTED BY CUSTOMER AND PAYMENT IN FULL IS DUE AS SET FORTH UNDER THESE TERMS AND CONDITIONS. WHEN CORRECTIVE FIELD REPAIR IS REQUIRED, SELLER AGREES TO MAKE APPROPRIATE CREDITS OR OTHER ADJUSTMENTS TO INVOICES, PROVIDED THE PROCEDURE DESCRIBED ABOVE IS FOLLOWED BY THE CUSTOMER. SHOULD THIS PROCEDURE NOT BE FOLLOWED, CREDIT OR REIMBURSEMENT WILL NOT BE MADE BY SELLER, NOR WILL ANY CLAIM FOR SUCH BE CONSIDERED VALID. (SEE STEP 2.A.)

CORRECTIVE FIELD LABOR – PREAUTHORIZATION FORM

CUSTOMER NAME: _____

NAME OF PERSON CALLING AND PHONE NUMBER: _____

JOB NAME: (Max. 142 Characters)

S.O. NUMBER: _____

PRODUCT(S): (Max. 142 Characters)

ELEVATION, DOOR NUMBER OR UNIT MARK:
(Max. 296 Characters)

EXACTLY WHAT IS WRONG (I.E., MULLION IS 120" AND SHOULD BE 188". NOT MULLION IS TOO LONG):
(Max. 296 Characters)

IF HARDWARE: NATURE OF PROBLEM – IF MISLOCATED, WHERE? MEASURE AND FURNISH EXACT DIMENSIONS.
(Max. 296 Characters)

CAN IT BE CORRECTED IN THE FIELD? IF SO, YOUR RECOMMENDATION, ESTIMATED HOURS AND HOURLY RATE TO REPAIR.

FIELD CORRECTION YES NO

EST. HOURS: _____

HOURLY RATE: _____

WHEN DO YOU NEED TO START THE REWORK? (Max 296 Characters)

| FAX INFORMATION | |
|-----------------|-------|
| Phone No.: | _____ |
| No of Pages: | _____ |
| To: | _____ |
| Co.: | _____ |
| Dept.: | _____ |
| Fax No.: | _____ |
| From: | _____ |
| Co.: | _____ |
| Phone No.: | _____ |
| Fax No.: | _____ |