

Terms of Business

TBM Glass provides manufactured glass products to fit our customer's specific requirements. TBM Glass does not offer warranties or guarantees of performance that are not specified by our glass suppliers, nor do we warrant or guarantee performance for our customer's use. How a customer handles and treats the glass product is solely the customer's responsibility. TBM Glass will only support those practices that meet the glass manufacturer's 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 surface of the glass when cleaning.
- All glass that is manufactured by TBM Glass adheres to the standards defined in ASTM C 1036, ASTM C 1048, and ASTM C 1172.

Units of Measurement

Please note that TBM Glass only quotes and processes orders in units of inches. We will not be able to quote or process any orders sent through using mm or meters. Also we only process orders that are complete. We are unable to process orders that do not provide complete measurements. Architectural plans are not accepted as complete measurements.

Limited Warranty

TBM Glass warrants only to its immediate customers and is not responsible for its glass once it is resold to any 3rd party. Our architectural laminated products are warranted to be free from delaminating for a period of 1 year from the date of manufacture. Our aerospace/defense laminated products which include glass clad polycarbonate, are warranted to be free from delaminating for a period of 1 year from the date of manufacture. TBM Glass' liability under this warranty is limited to the replacement of the defective unit originally sold by TBM Glass. The warranty of the replacement unit will extend for the remainder of the warranty period of the original unit. In no event will TBM Glass be liable for the expense of installation or removal of a defective item or the replacement item, nor will we be liable for any special, indirect, incidental or consequential personal property or commercial damage, whatsoever, however caused and on whatever theory liability based.

TBM Glass 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 items that total less than 25 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 TBM Glass within 24 hours of receipt, not including weekends and holidays. For shipments

of 25 pieces and more, returns are permitted only if defects are discovered prior to the pieces being used in the customer's production process. Defects must be reported to TBM Glass within 10 calendar days of receipt. Delamination claims must be inspected by an authorized representative of TBM Glass in order to be processed.

No returns will be given and no credit given without prior written authorization from TBM Glass. No credit or returns given unless defects exceed the limits of the ASTM standards. TBM Glass may take up to 15 calendar days to process the return or credit for any returned or defective items. Defective items which are under warranty will be replaced within and up to 15 working days.

Shipping and Delivery

TBM Glass provides free delivery to Orange County, Los Angeles County and San Diego County on orders that are larger than \$125.00. TBM will provide you with our delivery schedule to your area upon receipt of order. TBM Glass also has delivery to the Las Vegas area once per month, orders pending. Orders that are \$125.00 and over will also be eligible for free delivery so please check when placing your order about the next Las Vegas delivery date.

If your order is under \$125.00 then you are able to arrange for your own pick up free of charge or TBM Glass can crate and ship your order. Crating and shipping charges will be given to you either upon request for quote or when you place your order.

Please note that TBM Glass does not ship to personal residences nor do we come out and take measurements for orders. The customer must be able to receive a commercial truck, and have curbside loading or a loading dock to receive goods.

Hours of Operation

TBM Glass is open 8:00am to 12:00am and from 1:00pm to 4:30pm. We are closed on all major national holidays.

Terms of Payment

TBM Glass accepts cash, check and credit cards. We also offer credit for those customers who have placed a minimum of 5 orders with us over a 6 month period of time or less, pending credit approval.

Please note that for all new customers a 50% deposit is required upon receipt of order. TBM Glass accepts Visa, MasterCard, Discover and American Express.