



# Custom Glass Fabricators

*Clearly a Cut Above*

## GENERAL INFORMATION

### PRICE QUOTES:

Price quotes will be honored using our standard 30-day period from the date of quotation unless otherwise noted on quote.

### ORDERS:

**Quantity Orders:** We always welcome quotation requests for large quantities of glass and/or mirrors. Large quantity orders are subject to lower prices.

**Special Orders:** C.O.D. Accounts will require a 50% deposit on orders exceeding \$500.

**Telephone Orders:** C.G.F., Inc. will not be held responsible in the event an error occurs. In order to avoid any errors, we prefer a written/faxed or email confirmation.

### SET-UP CHARGES:

Please consult office for set-up charges.

### CANCELLATION/REVISION OF ORDERS

Cancellation or changes on orders must be made within the same business day. Failure to do so will result in a charge of 50% of the dollar value of order.

### CREDIT:

Credit must be established prior to delivery of merchandise. Orders may be delivered on C.O.D. basis until credit can be approved and an open account has been established. Please request a purchase agreement/credit application.

### TAXES:

All orders will be subject to sales tax unless a resale certificate is on file in our office. Please send an exemption card with first order.

### DOMESTIC GLASS/MIRROR:

Federal Specifications allow that Domestic Glass can contain imperfections. As a fabricator, we make every effort to inspect your Domestic glass/mirror for such imperfections. However, some imperfections cannot be corrected.

### SPECIFICATIONS:

Domestic glass is graded to conform to Federal Specifications C1036-85, which allows certain small bubbles, small inclusions, minor waviness, and hairline surface scratches which are inherent in the process manufacturing of glass.

### HOLD DIMENSION:

Hold Dimension is a term used in ordering a glass to an exact dimension, or a "fit-in". We cannot guarantee, "hold dimension" on 1/2", 5/8", 3/4" or 1" thick glass. It is necessary for us to have a tolerance, due to in-flares, when cutting thick glass.



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## **PATTERNS & SHAPES:**

**Patterns:** Our office personnel provide quotes on many different kinds of shapes, including, but not limited to kidneys and radius top patterns over the phone; however, the price will be approximate until we see a full-size pattern. On all pattern orders, C.G.F. will not be responsible for any size differences if an exact size pattern has not been provided. Cutting charges will be added to all orders cut to pattern. When processing a pattern for our use, it would be helpful if the pattern were labeled as follows:

COMPANY NAME, PURCHASE ORDER, CONTACT & TELEPHONE NUMBER

Most desirable materials for patterns are brown paper, cardboard or plywood.

NEWSPAPER PATTERNS WILL NOT BE ACCEPTED!

## **INSPECTION:**

Merchandise must be inspected for scratches, size, and quantity upon receipt. If a damage claim is to be made, it must be made in writing within 24 hours of delivery.

## **FAXED/E-MAIL REQUESTS:**

Please indicate company name, contact person, city and state on faxed/email requests. Indicate whether it is an order or quote. Description of material must be complete: including quantity, thickness, color, and edgework required (for all sides). Please use sample form for expediting your order!

Do not send actual size patterns over the FAX, as the image maybe become distorted. Patterns sent by FAX/Email will be used for quoting purposes only. Please make writing as legible as possible and do not use pencil. We gladly accept CAD drawings by email. Please ask our office personnel for details.

We will not determine measurements from blue prints or contracts for the purpose of quotes or ordering.

## **RETURN AUTHORIZATIONS:**

Any item being returned requires a Return Authorization Number. Drivers will not pick up any merchandise without this number. This number must be clearly written on the item, as well as your company name, purchase order, city, and telephone number.

Note: Do not return merchandise to us without our Return Authorization.

## **SHIPPING & CRATING:**

All glass will be delivered as is, i.e. without wrapping, boxing, or crating. C.G.F. will quote current prices on packaging as required.



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## **DELIVERY:**

ALL MERCHANDISE IS F.O.B. PARAMOUNT, CALIFORNIA. DELIVERY BY COMPANY TRUCK IS AT COMPANY DISCRETION. FIRST FLOOR/COMMERCIAL ADDRESSES ONLY.

**Delivery Area:** Delivery to San Diego County, Orange County, or Los Angeles County - to a customer's place of business or to a delivery company - will be at no extra charge. Please consult office for current delivery prices if delivery is other than place of business.

**Delivery Time:** Please allow three (3) to five (5) working days for fabrication of machine edgework, and seven (7) to ten (10) working days for fabrication of manual (or pattern-type) edgework. Accurate lead-times can be obtained at time of order.

**WILL CALL:** Will call hours are Monday thru Friday, 8:00 a.m. to 10:30 a.m. and 11:30 a.m. to 3:00 p.m.