



POLICIES & PROCEDURES

At Harring Doors it is a matter of pride that the needs of the customer are foremost and we strive to ensure that our policies and procedures are structured to be as flexible and friendly as possible while still maintaining the framework of good business practice.

TERMS OF SALE

Net 30 days from date of invoice on approved credit. A service charge of 1 ½% per month will be charged on over due accounts.

A deposit may be required with the order at the discretion of HARRING DOORS.

Prices are F.O.B. HARRING DOORS with freight to destination charged separately.

New accounts will be considered on the receipt of a properly completed HARRING Credit Application - see following page.



HARRING DOORS
WOOD STILE & RAIL SPECIALISTS

CREDIT APPLICATION

Application Date: _____

Customer's full legal name: _____

Proprietorship _____ Partnership _____ Corporation _____

Business Trade name of customer if different than registered legal name:

Business Address (for invoicing purposes)
Street and/or Post Office Box Number

City _____ State _____ Zip Code: _____

Telephone# _____ Fax# _____ I.R.S.# _____

Corporate Directors: Please list 3 including President(Proprietor)

1. _____

2. _____

3. _____

Credit Manager should contact: _____

Trade References: Please list 3 other trade suppliers

Name	Address	Phone	Fax
1. _____	_____	_____	_____

2. _____

3. _____

Date Company started in business _____

Bank Information

1. Name _____ 2. Address _____

3. Account # _____ 4. Account Manager _____

5. Telephone Number _____

SIGNED BY: _____ TITLE: _____



QUOTATIONS

We provide a standard quotation form (see following page) for your convenience. Telephone quote requests cannot be accepted due to the risk of error.

Please supply the following information with your request.

- company name, phone/fax numbers, email address
- shipping destination and zip code
- interior or exterior use
- species and cut
- style of door if HARRING standard
- door width, height and thickness
- stile and rail width (face measurement)
- profile detail rails and panel (if different than HARRING standard please provide drawings)
- panel/glass layout for custom designs
- glass requirements
- machining requirements for each door
- finishing details
- any other special details

In the absence of the above information, HARRING DOORS will quote based on our standards throughout this book.

Quotes are valid for 60 days. For quotes to be honored beyond the normal time period, arrangements are available for an escalator. Please request from customer service.

Prices quoted are F.O.B. HARRING DOORS with freight to destination quoted separately. Job site deliveries may be subject to a drop off charge.



HARRING DOORS

WOOD STILE & RAIL SPECIALISTS

QUOTE REQUEST FORM

DATE _____
 CUST _____
 ATTN _____
 TEL _____
 FAX _____

AGENCY _____
 FROM _____
 TEL _____
 FAX _____
 NEED QUOTE BY _____

DATE

JOB NAME

SHIP TO

ZIP: _____

AWI GRADE <input type="checkbox"/> ECONO <input type="checkbox"/> CUSTOM <input type="checkbox"/> PREMIUM	PANEL PROFILE <input type="checkbox"/> RAISED <input type="checkbox"/> FLAT <input type="checkbox"/> CUSTOM THICKNESS <input type="text"/>	STICKING PROFILE <input type="checkbox"/> STANDARD <input type="checkbox"/> CUSTOM <small>(SHOW DETAILS)</small>	HARDWARE PREPS <input type="checkbox"/> PREFIT & BEVEL <input type="checkbox"/> MARK <input type="checkbox"/> BUTTS <input type="checkbox"/> CYL LOCK	<input type="checkbox"/> MORT LOCK <input type="checkbox"/> FL BOLTS <input type="checkbox"/> EXIT <input type="checkbox"/> OTHER	FACTORY FINISHING <input type="checkbox"/> TR-2 <input type="checkbox"/> OP-2 <input type="checkbox"/> TR-4 <input type="checkbox"/> OP-4 <input type="checkbox"/> TR-6 <input type="checkbox"/> OP-6 <input type="checkbox"/> STD. COL. <input type="checkbox"/> CUST. COL. <input type="checkbox"/> BAG <input type="checkbox"/> PRIME
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PLEASE REFER TO YOUR HARRING MANUAL FOR STYLE #

STYLE	SPECIE & CUT	QTY/ PR	THICK	WIDTH	HEIGHT	INT/ EXT	GLASS TYPE	COMMENTS



ORDERS

Orders can be accepted only on receipt of a purchase order either faxed or an original.

Purchase orders must include or be accompanied by:

- deposit if requested by HARRING DOORS
- a copy of the relevant HARRING DOORS quotation and drawings.
- a concise list of product required and quantities of each item
- completed machining sheets and undercuts where relevant
- any pre approved color samples
- clear shipping destinations, with special instructions where relevant
- requested delivery date

Please note: HARRING DOORS offers a coordination service based on an hourly rate of \$35.00. Minimum charge \$75.00.

ORDER ACKNOWLEDGEMENT

The customer will be notified by fax within 24 hours of receipt of an order in our office, that the order has been received and any missing information will be requested at that time. In order to provide the best possible delivery date, please send any information requested immediately.



CONFIRMATION OF ORDER

Normally within 2 working days of receiving the order, a confirmation will be faxed to the customer.

This document will confirm:

- job name and ship to address
- projected delivery date
- the price to be charged for each line item on the order as per the original quotation or subsequent changes
- a total price with the applicable freight
- terms of sale

The confirmation package will also include elevation drawings detailing:

- each style of door requested
- quantities ordered for each style
- specie and grade
- complete construction details
- door numbers if applicable
- machining details
- finishing details

A detailed profile drawing showing:

- the cope and stick profile to be used in the construction of the door
- a cross section of the panel profile or glass details
- special profile details ordered

It is our practice to request that the confirmation, showing all details, be signed by the customer or architect and returned to us by fax to ensure that our interpretation of the order is correct.



PRODUCTION OF ORDERS

To minimize any chance of production errors caused by lack of understanding, insufficient information, or communication errors, **an order cannot be released into production** until the following information is received. This practice is to the ultimate benefit of our customers. Lead time estimates are based on the date of receipt of the following information.

- a Purchase Order with the information as noted above
- confirmation and all relevant drawings approved by the customer
- machining information where applicable
- an approved color sample where applicable (see color samples)
- credit approval and required deposit if applicable

The above information is what we call a **Factory Ready Order**

ORDER CHANGES OR CANCELLATION

Changes to orders before production may be subject to an administration fee depending on drawings or other information required or supplied.

Changes to orders already in production will result in a charge for the value of work in process not used in the changed order, as well as an administration fee.

Cancellation of orders in production will result in a charge for the value of work in process as well as an administration fee.

The charge for work in process and the administration fee are determined at the sole discretion of Harring Doors.

PLEASE NOTE; the following **CHANGE ORDER** form must be used when requesting a change on your order. Using this will help us to expedite the change clearly and accurately.



HARRING DOORS
WOOD STILE & RAIL SPECIALISTS

CHANGE ORDER

CUSTOMER : _____ DATE : _____

CONTACT : _____ P. O. # : _____

PHONE : _____ FAX : _____

JOB NAME : _____

CHANGE REQUESTED : _____

COST OF CHANGE _____ DATE OF APPROVAL _____

CUSTOMER SIGNATURE

FOR HARRING DOORS



DELIVERY DATES

At Harring Doors we try our best to meet the delivery requirements of the customer. We are constantly reviewing and updating our procedures and methods to speed up the delivery of our products. However, the production of a high quality custom product does require time.

When the original quotation is made we estimate the approximate time for delivery of the product based on our production planning at the time of quote. This is our best estimate of the elapsed time in weeks that it will take to produce an order based on the quotation given. Significant changes to the quantity or details can obviously affect this time.

At the time of Order Confirmation we give a **projected delivery date** of the order. This date is based on the receipt of the appropriate information and approvals.

Any delays in the receipt of the information, which makes up a **Factory Ready Order** will of a necessity be added to the projected delivery date.

DELIVERY AND SHIPPING

Because we ship mainly on our own trucks or by carriers contracted by us, we can ensure that product is delivered in prime condition and under conditions which suit the customer requirements.

In order for us to effectively do this we require the following in writing with the order:

- a detailed ship to address with directions if required
- site contact & phone/fax number
- any special conditions such as time of day acceptance
- information of any conditions which would inhibit the delivery by large truck

We ask that our customers facilitate the delivery by ensuring that proper equipment such as a forklift is on hand to unload the product. Unreasonable delays in off loading may result in added delivery charges.

If a ship to address is changed after the order is received, we will require a written notice one week prior to shipping, of the new address. This could result in an additional freight charge if the destination is significantly different.



CLAIMS OR PROBLEMS

Historically we do not experience significant problems or complaints with our product. However, when they do arise we try to act promptly and effectively to remedy the situation. To assist us in tracking and solving any problem we ask the following:

- all orders must be inspected at the time of delivery. Any damages or shortages must be noted on the shipping documents.
- any obvious defects must be reported to HARRING DOORS within five business days after receipt of the product. HARRING DOORS cannot be responsible for any subsequent work performed on any defective product, such as field finishing or machining.
- any machining problems must be reported immediately to HARRING DOORS. All work such as hanging or finishing should cease immediately until further approval by HARRING DOORS.
- Our claim report (following page) must be filled out immediately and faxed to HARRING DOORS before any action can be taken.
- Any solution to a problem must be authorized by HARRING DOORS.

PLEASE TAKE NOTE:

HARRING DOORS does NOT ACCEPT BACKCHARGES
in any event unless authorized by HARRING DOORS in
writing.



CLAIM REPORT

CUSTOMER : _____	DATE : _____
CONTACT : _____	P. O. # : _____
PHONE : _____	FAX : _____
JOB NAME : _____	
CLAIM : _____	
SOLUTION : _____	
ESTIMATE OF CLAIM _____	DATE OF APPROVAL _____
_____ CUSTOMER SIGNATURE	_____ FOR HARRING DOORS



CORNER SAMPLES

Standard corner samples are provided free of charge to all of our customers. A quantity of more than 3 samples per job is subject to HARRING DOORS discretion.

Custom samples built to specification will be charged at \$ 100 minimum and credited back if the quote becomes an order.

COLOR SAMPLE MATCHES

When we are requested to submit color samples for customer/architect approval the following provisions apply.

- a minimum of a 6" x 6" color sample should be submitted to HARRING DOORS in order to make a color match.
- allow a one-week lead-time for sample preparation & color matching.
- a minimum of three color samples will be sent to the client. One must be returned signed and stamped with approval.
- a charge will be included on the quote for a custom color match

For your convenience, and to help us supply any sample quickly and accurately, please use the following SAMPLE REQUEST form.



SAMPLE REQUEST

Company: _____ Date: _____

Attn: _____ Address: _____

PH: _____ FAX: _____

Ship to address: (if different than above) _____

Job name: _____ Quote # : _____

Architect: _____ # of samples required: _____

Corner sample: YES NO
required

Color sample: YES NO
required

Specie: _____

Specie: _____

Panel profile #: _____

Harring color #: _____

Sticking profile #: _____

Custom color: YES NO

Custom profiles: YES NO

Finish system TR ___ OP ___

PLEASE NOTE : if the sample requested is custom in profile or in color, we require a physical sample, no less than 6" x 6" in size.

Do you want the corner sample clear coated if no finish is requested? YES NO

Customer: _____

Signature