

## POLICIES & PROCEDURES

### **NEW ACCOUNTS:**

All new accounts will be processed upon receipt of a signed completed account application. All new accounts will be processed as PREPAID CASH ONLY pending approval of credit.

### **PAST DUE ACCOUNTS:**

In some cases, new orders will not be processed until a resolution has been made on the account. You will be notified by the credit department in order to bring the account current. A 1.5% per month (18% per annum) service charge will be assessed on all past due balances. Please refer to your account application and agreement for details.

### **N.S.F CHECK OR STOPPED PAYMENT:**

A \$45.00 fee will be added to the amount of the check. Cashier's check, money order or cash will be required.

### **ORDERS:**

We accept faxed, mail, telephone, e-mail, and online orders. All telephone orders are tape recorded for your protection and will be read back for verification. Any change to the order already placed should be faxed or emailed; otherwise, signature is required for confirmation. In the case of an incomplete order, you will be notified by telephone or fax which may cause a delay to your order. In the case of conflicting color and product type, the color number will take precedence over the product type.

### **CONFIRMATION OF ORDERS:**

A printed confirmation of your order will be faxed or e-mailed back to you within 24 hours of receipt of your order (excludes Saturday, Sunday, and Holiday).

### **DUPLICATED ORDERS:**

Royal Windows cannot be responsible for duplicated orders due to same P.O. number, double faxing, or phone-in and faxing order without it marked clearly as a "CONFIRMATION ONLY". To prevent any duplication of orders please provide Royal Windows with a purchase order number and side mark. Our system can detect duplication by your purchase order number, so do not re-use the same number.

### **CANCELLATIONS:**

Orders may be cancelled IF IT IS NOT already in production. If the order has been started, there will be a re-stocking fee charged. Please contact our Customer Service Department for re-stocking fee and cancellation number. You must have a cancellation number as proof that the order has been cancelled.

### **RETURNS FOR REPAIR:**

Please contact our Customer Service Department for Return Authorization Number (RGA). Please have Royal Windows work order or invoice number ready for faster service. All products being returned to Royal Windows must have RGA number clearly identified both inside and outside the wrappings and must include specific details for repair instructions. Products returned without RGA number will not be processed and will be returned to the customer. **It is your responsibility to return products to Royal Windows in good condition. All products returned must be properly wrapped or boxed with care prior to shipping. Royal Windows will not be responsible for any damage, or loss due to shipping. All chargebacks for unauthorized repairs or additional installation cannot be honored.**

### **REMAKES:**

Please contact our Customer Service Department for any remake request. Any charges are determined in part by our policy and will depend on individual product and reason. Any decision to remake will be made solely by Royal Windows. Please contact our customer service department for more details.

### **RETURN FOR CREDIT:**

No credit will be accepted without prior approval from our Customer Service Department. Please contact the Customer Service Department for RGA number and how the product should be returned. All returns for credit are conditional upon final inspection. **All products returned must be properly wrapped or boxed with care prior to shipping.** In the event Royal Windows, upon inspection of the product, determines that it is ineligible for credit, the customer will receive the option to have the product returned at customer's expense or have Royal Windows dispose of the product.

### **BACK ORDERS:**

You will be notified within 24 hours after receipt of your order by the customer service department. You may then re-select a new color or product or wait on the back order. For a product from an external vendor, you will be notified within 24 hours of the time Royal Windows is notified by the external vendor.

### **COLOR VARIATION BETWEEN DYE LOTS**

Please keep in mind that finished products can vary slightly from samples due to wood grain and dye lots. We strongly recommend you to order all of your blinds, shades, or shutters at the same time for the best possible match. Pattern availability and color dye lot match between orders cannot be assured.

### **SHIPPING / FREIGHT DAMAGE / MISSING SHIPMENT**

Please visit [www.RoyalWindowsInc.com/warranty\\_royal\\_windows.php](http://www.RoyalWindowsInc.com/warranty_royal_windows.php) for the most up-to-date information.