



1910 Cypress Station Drive, Ste 100
Houston, TX 77090
Phone: 713-692-5222 Fax: 713-692-1391
Web: www.frameworks.com Email: orders@frameworks.com

CUSTOMER ORDER DISCREPANCY POLICY

Effective June 18, 2018 all additional Frameworks shipments due to order discrepancies will be sent at customer's cost. Examples of order discrepancies include, but are not limited to:

- Missing or lost parts
- Material shortage
- Freight damage
- Incorrect hardware preps including hinge/strike locations

Please provide the following information when you find a discrepancy on your order:

- 1) Frameworks sales order number
- 2) Identify specific line item on invoice or sales order number
- 3) Specifics of discrepancy with as much information as possible (i.e.: tag#, reason for replacement, etc.)
- 4) Pictures with a measurement if applicable
- 5) Copy of the signed Proof of Delivery (POD) for any damaged shipment replacements

Please be advised that missing information will result in the corrective order being delayed.

Upon receipt of invoice for the order, customer may contact customer service at 713-692-5222 or send a complaint request to orders@frameworks.com for review of credit.