



## Frameworks – General Information

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RE: Frameworks Manufacturing Backcharge Policy

Due to the inherent nature of commercial construction and the especially fast-paced timeline of interior build out projects, occasionally errors will occur in regards to how Frameworks products are ordered, detailed, or manufactured. When Frameworks is notified of a potential issue at a jobsite, we do our utmost to remedy the situation as quickly as possible. Product replacement is the preferred solution to minimize field labor, warranty, and other related issues/costs.

Please note the following policy with regard to back charges or other claims:

- A. Frameworks Manufacturing shall be notified immediately of any error or discrepancy which may require remedial action.
- B. Frameworks Manufacturing shall deny any back charge or claim without prior written approval from Frameworks Manufacturing.
- C. Frameworks Manufacturing shall have the opportunity to itself perform, or have performed, any remedial action require to correct an error or discrepancy prior to any back charge or claim being considered for approval.
- D. Frameworks Manufacturing will generally require photographs and / or other substantiating documents prior to authorizing or arranging for field repairs. These are primarily intended to assist in determining the root cause of the error / deficiency to prevent future reoccurrence.
- E. Should subsequent research show that a claim or back charge was, in fact, not the fault of Frameworks Manufacturing, the customer shall pay for any and all expenses incurred in the performance of field inspections and/or repairs.
- F. Customer shall note any freight damage on the receiving documentation and shall be responsible for filing claims with the delivering carrier. Frameworks shall not be responsible, but shall provide assistance with making such claims.
- G. Frameworks Manufacturing disclaims all liability for charges stemming from production or delivery delays, and will not be liable for any liquidated damages or similar claims.

Frameworks Manufacturing strives to be the industry leader in terms of quality and performance, and as such we are continually improving our process to eliminate errors or deviancies in the field. This policy is intended to further that goal.