



Frameworks – General Information

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## RE: Returned Material Policy

Frameworks Manufacturing provides custom engineered products for commercial construction projects for interior aluminum doors and frames, as well as office front systems. Due to the highly configured nature of the Frameworks products, in most cases it is very unlikely that product engineered and/or configured for a specific job can be reused for other customers and/or jobs.

For this reason, any and all returns must be pre-authorized in writing from the factory, and in the rare cases where this is approved, it will be subject to a restocking fee to be determined at the time of the return material authorization.

In some cases Frameworks also produces and sells what is termed "stock product." These products are subject to the same policy, and must have pre-authorization from the factory in writing. They are likewise subject to restocking fees.

In the cases in which material is authorized to be returned, in order to be credited, the customer must clearly identify the material as returned goods and must include the NCR number clearly marked on the shipping documents. Also, material must be received in re-sellable condition in order to qualify for any credit. Frameworks Manufacturing shall not be responsible for any damage caused by shipping or handling in the course of returning the material to the Frameworks facility.