

## 1. QUOTING

- 1.1. All quoted prices are based on the information you have provided us at the time of quoting. Any changes that affect lead times, cutting yields, project performance dates, project volumes, etc., may require a price adjustment.
- 1.2. Final shape charges will be determined upon receipt of details supplied at time of ordering.
- 1.3. Vitrum will guarantee quotations for 30 days unless otherwise specified.
- 1.4. Delivery and crating are extra unless indicated on the quote.
- 1.5. Number of includes releases and the cost per additional release are as indicated on the quote. Releases exceeding the number included on the quote will result in additional costs.
- 1.6. Minimum invoice charge is \$50.00. All products have a 4 square foot minimum.

## 2. BOOKING AND ORDERING

- 2.1. A booking order must be signed before Vitrum can order any raw materials.
- 2.2. All non-stock raw materials will be pre-ordered based on the volumes indicated on the booking order. Any change in product type or volumes will result in a charge back to the customer.
- 2.3. Purchase orders must be placed for all glass releases. The purchase order must include reference to the booking order number or the project name.
- 2.4. Confirmation will be sent for each purchase order. Review the delivery date to ensure the site will be ready to receive the order on that date. Orders held at shipping may incur additional charges.

## 3. PRICING

- 3.1. Pricing is valid for performance date indicated. Any changes in performance dates may result in a pricing adjustment.
- 3.2. Pricing is quoted at the volumes indicated. Vitrum reserves the right to adjust pricing if volumes are not met.
- 3.3. All pricing is calculated by rounding sizes up to the next even inch (block size), with the exception of all shapes and templates, which, depending on glass thickness, will have 2 to 6 inches added to the block size.
- 3.4. Energy surcharge is included.
- 3.5. Applicable taxes will be added to each invoice.
- 3.6. Delivery is included for the number of releases indicated on the quote. Any additional releases will incur extra delivery charges and/or spandrel and ceramic frit setup charges.
- 3.7. Shape charges are not included in the square foot pricing and will be charged separately.
- 3.8. All edgework and fabrication are extra unless indicated on the quotation. (Please refer to attached fabrication and edgework table for charges.)
- 3.9. Canadian customers – unless otherwise indicated, all pricing is in Canadian dollars
- 3.10. USA and all countries other than Canada – unless otherwise indicated, all pricing is in US dollars.
- 3.11. Minimum invoice charge is \$50.00. All products have a 4 square foot minimum.
- 3.12. All products over 50 square feet per piece or over 144 inches in length will have a minimum oversize charge of 50% unless indicated on the quote.

## 4. TECHNICAL

- 4.1. All units are dual sealed with Butyl and Polysulfide except as indicated on booking order and all subsequent purchase orders.
- 4.2. ICD OpaciCoat®, roll-coat ceramic frit and DecorCoat™ are not recommended for use in vision applications.
- 4.3. If fall out protection is required on OpaciCoat®. It must be specified at the time of quoting and on each subsequent purchase order.
- 4.4. Unless otherwise specified, roll wave distortion will run parallel to the width of the glass. Sizes on the purchase order are assumed to be width x height, as per industry standards. Exception: Any glass requiring heat treatment that is over 108" wide, or less than 14" high will be rotated and will no longer have a roll-wave pattern that is parallel to the width. If distortion is of a concern Vitrum recommends the viewing of a full-size mock-up prior to the order being processed.
- 4.5. Heat treated laminated glass may have inherent visual distortion. If your project uses this glass type a full-size mock-up is advised. This mock-up should be approved before the order is processed. A technical bulletin discussing visual distortion is available on our website, vitrum.ca
- 4.6. Vitrum only warrants that Argon filled units will have an initial fill of 90%, variations in fill or depletion are unavoidable and therefore Vitrum does not provide any warranty or guarantee on argon content or effectiveness outside of this.
- 4.7. Vitrum shall not be liable for any error or omissions in glass specifications.
- 4.8. Vitrum does **not** recommend warm edge energy efficient spacer bar for Structural Sealant Glazing (SSG) for aesthetic reasons. For the best aesthetic results Vitrum highly recommends black aluminum spacer, black primary sealant and black silicone for SSG.
- 4.9. Samples supplied by Vitrum are chargeable and provided on annealed glass whenever possible. Heat treated glass and coatings inherently show more colour and surface variation than annealed product. It is not possible to produce samples showing the range of possible colour variation.
- 4.10. Vitrum standard site-line is 7/16 of an inch. If loading conditions require additional silicone, this must be requested and will carry an additional charge.
- 4.11. Heat soak testing is available and recommended for all tempered glass to reduce the risk of spontaneous breakage due to nickel sulfide inclusions.
- 4.12. Vitrum relies upon the glazing contractor, architect and the design/specification community to ensure that glass/glazing products ordered meet design requirements and relevant building codes.
- 4.13. Vitrum's products are manufactured to meet or exceed the applicable ASTM and Canadian Standards on the date of manufacture.

## 5. CLAIMS

- 5.1. Claims for breakage on delivery or for manufacturing defects must be made within 24 hours of delivery.
- 5.2. Vitrum does not accept back charges.
- 5.3. Vitrum does not warranty thermal stress breakage. It is the responsibility of the architects and/or the glazing contractor to determine the suitability of the product specified for a particular use.
- 5.4. Vitrum's products are covered by a limited warranty available at, vitrum.ca.