



Product Delivery/Inspection Procedure

1) Product Inspection

a) Wrapped Product on a wood L-rack

1. 5 business days*

- (i) The factory should be contacted immediately regarding missing product.
- (ii) Failure to file a warranty claim for damage before the sixth business day, from the date the product is delivered, and before the product is installed, will result in a denied warranty claim.
- (iii) See page 2 for product inspection extension procedures.

b) Boxed Product and Wood Crated Glass¹

1. 10 business days*

- (i) The factory should be contacted immediately regarding missing product.
- (ii) Failure to file a warranty claim for damage before the eleventh business day, from the date the product is delivered, and before the product is installed, will result in a denied warranty claim.
- (iii) See page 2 for product inspection extension procedures.

c) Jumbo Crated Glass

1. Glass is delivered direct from the vendor to the location specified by the dealer on the order.
2. Glass must be visually inspected for damage, breakage, and quantity confirmation within five business days of the date the crate is delivered.
 - (i) A warranty claim must be submitted before the sixth business day if damage, breakage, and/or missing glass is found.
 - (ii) Failure to file a warranty claim before the sixth business day, from the date the product is delivered, will result in a denied warranty claim.
3. Inspection for defects and glass failure can be done as the crate is being opened to install the glass.
 - (i) Glass should be inspected as it is being removed from the crate, and prior to installation, for defects or failures.
 - (ii) If defects or glass failure is found
 1. Fleetwood does not recommend installing the glass.
 2. If the choice is made to install the glass, Fleetwood will not be responsible for labor or costs associated to replace the glass.

d) EDGE |s| Rollers

1. Confirm color and quantity received.
 - (i) Report any discrepancies within 48 hours of receiving the product.

2) Product Protection Before/During/Post Installation

- a) Study the Care & Maintenance Instructions for proper storage and monthly care.

* An online service request must be submitted within the product inspection timeframe noted.

¹ Does not pertain to Jumbo Crated Glass



Product Inspection Extension Procedure

1) Product Inspection Extension Request

a) Custom Finish and wood crated glass for the order:

1. We will allow up to 20 days from the final ship date of the product to open, inspect, and report damage.
2. A service needs to be submitted within 48 hours of the date the product is delivered requesting additional inspection time.
3. A video showing where and how the product is being stored needs to be included in the initial service request for an extension.
4. Obvious damage should be reported immediately.
5. A video needs to be provided once the product is ready to be opened showing nothing has been moved or tampered with.
 - (i) If product is removed from the original packaging/L-racks an extension will not be allowed.
 - (ii) If damage is found, photos and/or video are required showing the product damaged as it is being opened.
 - (iii) Any damage reported after the product is installed will not be covered under the warranty.

b) Standard Finish and wood crated glass for the order:

1. Additional inspection time allowance will be on a case-by-case basis.
2. A service needs to be submitted within 48 hours of the date the product is delivered requesting additional inspection time.
3. A video showing where and how the product is being stored needs to be included in the initial service requesting extra time.
4. Obvious damage should be reported immediately.
5. A video needs to be provided once the product is ready to be opened showing nothing has been moved or tampered with.
 - (i) If product is removed from the original packaging/L-racks an extension will not be allowed.
 - (ii) If damage is found, photos and/or video are required showing the product damaged as it is being opened.
 - (iii) Any damage reported after the product is installed will not be covered under the warranty.
6. A date will need to be provided by the dealer of when the product is to be installed.
 - (i) Once the date provided has come, the dealer is to follow the *Basic product inspection timeline*.