



Service and Quality
beyond expectation.

PFG GLASS INDUSTRIES LTD. – TERMS & CONDITIONS (V2021.10.1)

QUOTING

All quotes are valid for 30 days or as per noted on your quote. A booking order is required within the 30 days to secure pricing for the quoted performance date, or as per noted on your quote. Projects performing after the quoted date will be subject to increase. **Glass and components are subject to availability at time of order.**

Booking orders are required to secure quoted pricing for performance dates as per quoted. However, should increases to glass products or components exceed reasonable expectations and/or jobs start later than expected, pricing will be subject to any and all general increases.

PFG Glass does not assume any responsibility for code compliance and is not responsible for confirming that the finished system used will be compliant with energy requirements and/or that performance or design requirements have been achieved. PFG Glass does not warrant thermal stress. It is the responsibility of the Architect and/or Glazing Contractor to determine the suitability of the product specified for a particular use.

Applicable temporary glass surcharges, energy surcharges, and taxes will be applied at time of order. Energy surcharges are applied to all line items including temporary glass surcharges.

Quotes are for the purpose of reviewing the overall square footage, sizes/quantities, fabrication work etc. for an associated project. The total dollar value of quotes is not deemed to be an accurate total for the purpose of invoicing. All totals should be reviewed upon receipt. All pricing is calculated by rounding sizes up to the next even inch.

Errors may occur from time to time in the typing of glass make ups. PFG reserves the right to make the appropriate corrections to both the written glass make up and the associated pricing.

All quoted prices are based on the information you have provided at the time of quoting. Any changes that affect lead times, cutting yields, project performance dates, project volumes etc. may require a price adjustment, or may possibly be declined.

If silicone edge seal is required, it must be noted on your quote requests and purchase orders. Additional charges may apply.

SHIPPING

Out of town delivery costs and/or deliveries outside of our standard routes will be determined at time of order. Crating costs/requirements are estimated only and will be subject to change upon receipt of order. **Dollies, racks, and harps remain the property of PFG Glass and must be returned within two (2) weeks. Failure to do so will result in penalties that may include delayed future deliveries and/or financial repercussions.**

CUSTOMER'S OWN GOODS (COG)

PFG Glass is not responsible for customer's own glass at any time during loading, transportation, unloading, storage, or tempering. Remakes will require new glass supplied at the customer's expense.

WARRANTY & CLAIMS

All claims for damaged or defective product must be made within 48 hours of receipt. PFG Glass assumes no responsibility for breakage of any kind after the customer received the glass.

PFG Glass offers an industry standard limited 10-year IGU warranty, limited 5-year laminated glass warranty, and limited 10-year OPACI warranty. Warranty documents are available upon request.



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PFG Glass only warrants that units filled with argon will have an initial fill of 90%. Variations in fill or depletion are unavoidable and, therefore, PFG Glass does not provide any warranty or guarantee on argon content or effectiveness outside of this.

Maximum Sheet Size: 96" x 144"	
Minimum Sealed Unit: 10" x 14"	Maximum Sealed Unit: 94" x 142"*
Minimum Tempered Size: 10" x 12"	Maximum Tempered Size: 94" x 142"

*Subject to available of stock sheet size. Consult with your sales rep for max size by product type.

For guidance regarding size/thickness capability please contact PFG Glass.

Minimum invoice charge of \$50.00 will apply.

A surcharge of \$12.00 per unit will be added to any unit with dimensions under 10"

OverSize Charges					
	IG	Singles			
		3-6mm*	8-10mm	12mm	15mm
Over 30 sq ft	n/a	n/a	20%	25%	Quote
Over 40 sq ft	15%	20%	40%	50%	
Over 50 sq ft	30%	40%	75%	85%	
Over 60 sq ft	60%	100%	100%	100%	
Over 70 sq ft	100%	Quote			
5 sq ft Min.		4 sq ft Min. / Spandrel OPACI - 5 sq ft Min.			

*Add an additional 25% prior to the above surcharges for all mirror fabrication.

OverSize Laminate Charges			
	6-12mm	16-20mm	24mm
Over 30 sq ft	20%	25%	Quote
Over 40 sq ft	40%	50%	
Over 50 sq ft	75%	85%	
Over 60 sq ft	100%	100%	
Over 70 sq ft	Quote		
5 sq ft Min. Charge			

DISCLAIMERS

PFG Glass uses a logo on all tempered, heat-treated, laminated, and insulated glass **WITHOUT EXCEPTION.**

Residential projects follow the same inspection criteria as commercial jobs. All inspection criteria will be to ASTM C1036, 1042, 1376 & CAN/CGSB-12.1-2017 standard inspection guidelines.

No IGUs or fabrication on GPW.

GPW is not safety impact rated. Customer agrees to release PFG Glass Industries from any and all liability that may arise from the use of GPW.



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PFG Glass is not responsible for spontaneous breakage. Tempered glass is subject to rare spontaneous breakage. The most common causes are:

- Minor damage during installation, such as nicked or chipped edges
- Binding of the glass in the frame, causing stress to develop in the glass
- Internal defects within the glass, such as nickel sulfide inclusions
- Thermal stress in the glass
- Inadequate glass thickness to resist wind load

SPANDREL – OPACI-COAT 300

All spandrel orders are subject to set-up charges per colour and per release. All projects require a reference sample for approval. Upon approval and receipt of purchase order, paint will be ordered. Only as much paint as is required will be ordered due to the shelf life of the product.

Standard PFG-stocked colours include:

Black 1-818, Harmony Grey 3-820, Warm Grey 3-0770, Medium Grey 3-0586, White 0-1060

All other colours are considered custom and require additional consideration when specifying as different substrates will impact the colour. Orders placed without a prior reference sample will require a signed letter approving ordering and application of paint.

Note: Spandrel Glass cannot be used in a vision area. Every coating of spandrel will have some degree of acceptable pinholes and blemishes that will be seen when placed with a light source behind it. If used in a vision area, PFG Glass will not warrant consistency of coating.

If fall out protection is required for OPACI it must be specified at the time of quoting and on each subsequent purchase order.

PURCHASE ORDERS

All measurements are assumed in inches as Width x Height (i.e. 20" x 80" is 20" wide and 80" high) unless otherwise specified in millimeters (mm). All pricing is calculated by rounding sizes up to the next even inch. Measurements supplied in millimetres (mm) will be rounded down to the nearest 1/16" unless otherwise requested otherwise at time of ordering.

Please note the quote number on all Purchase Orders to ensure correct pricing. Project names, street addresses or any other identifier are not considered to be acceptable pricing references in lieu of a quote number. Credits will not be issued for orders that did not have the quote number referenced.

PFG Glass does not assume any responsibility for code compliance and is not responsible for confirming that the finished system used will be compliant with energy requirements and/or that performance or design requirements have been achieved.

ELECTRONIC DATA INTERCHANGE (EDI)

PFG Glass offers Electronic Data Interchange (EDI) order automation, allowing for minimal manual keying of orders. This results in fewer keying errors, improved processing time, and ultimately improved accuracy. This service is available upon review of product requirements. Orders received in EDI format are deemed to be accurate and will supersede an accompanying purchase order should there be discrepancies. The client is solely responsible for all own errors and charges associated with each EDI order.



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ACCURACY OF ORDERS

All orders received are deemed to be accurate and will be produced as they are written. Incomplete information or items requiring clarification or changes must be returned to PFG in writing as part of the chain-of-custody. PFG is not responsible for adjusting orders after they have been received and have been sent to production, which may occur at any time after receipt of purchase order. PFG optimizes thousands of square feet of glass into each production batch. To pull and adjust one item would require halting the entire batch and each station in the production process to resubmit the adjusted order, reoptimize, and resubmit the batch.

Should corrections to an order be required after the order has been released to production, the client will be responsible for resubmitting a purchase order with the required items at full charge.

ORDER ACKNOWLEDGEMENTS

Order Acknowledgements (OA) are for the purpose of notifying clients of the delivery date they will receive their order only. An OA will be sent to the client shortly after we have released the order to production and have the delivery date scheduled.

An OA is not for the purpose of reviewing sizes, quantities, or any other detail associated with the order so as to allow for modifications to be made and stopped mid-production to correct. Should a keying error by PFG staff or an error submitted by the client be noticed on the OA, we cannot stop production. For PFG errors, we will submit a remake at no charge to correct the error where applicable. Errors made by the client (i.e. wrong size, missing polish) will require a new PO and will be at full charge.

Laminated glass, OPACI spandrel, fabricated monolithic, templates, and other custom products require additional lead time and scheduling requirements. As some products are scheduled in volume batches pending additional orders, OAs are not sent until the batch is scheduled and all of the orders have been released. As a result, an OA may take a few hours to a few days to a week or more to be sent pending the scheduled delivery date.

LEAD TIMES

PFG reserves the right to adjust lead times at its discretion and may or may not communicate when lead times on specific orders or in general are exceeding precedented expectations.

Volume fluctuations, stock availability, equipment maintenance, Acts of God, supply chain issues, pandemics, etc. will affect production and cannot be predicted. Custom products require additional lead time, as do large volume orders.

FABRICATION GUIDELINES

Any product that is shaped is subject to the appropriate shape, template, or digitizing charges. Final shape and fabrication charges will be determined upon receipt of details supplied at time of order. Shape catalogues are available. If measurements are not supplied as per catalogue, additional charges may apply. Note that all shape catalogues are not standardized. When ordering rake shapes, always list **base x left x right x top**. PFG Glass assumes, without exception, glass is ordered from the outside looking in.

Glass fabrication of 4mm-8mm will require one or more edges to be polished for machining purposes. Notches, hinges and inside cuts will require an internal radius and will be equal to or greater than the thickness of the glass or 6mm (¼”), whichever is greater. Glass must be greater than 4” to be fabricated and 4mm or thicker, including the individual lites that make of laminated glass.

Glass greater than 120 inches in length that requires polishing and/or fabrication needs previous approval.



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The minimum distance from the edge of glass to the edge of holes must be one-and-a-half (1 ½) times the thickness of the glass for 4mm-6mm and two (2) times for 8mm-19mm. Unless otherwise notified, all fabrication dimensions are assumed to be measured from edge-of-glass to centre.

All templates must be accompanied with a purchase order. All fabrication details must be noted on the template and not on the purchase order. Where there is conflicting information, the template will be deemed as correct.

Maximum Sizes for IG and Monolithic			
Glass Thickness		Annealed	Tempered
3mm	1/8"	18 sq ft	20 sq ft
4mm	5/32"	24 sq ft	26 sq ft
5mm	3/16"	32 sq ft	40 sq ft
6mm	1/4"	42 sq ft	70 sq ft

EDGEWORK

Edges less than 6" cannot be warranted, and less than 4" cannot be polished. Mitres are available between 15° to 45°. All heat-treated glass 10mm and thicker requires all edges have a flat polish/grind to prevent damage during the heat-strengthening or tempering process.

Arrissed edges are for production and heat-treatment purposes only and are not a guaranteed finished edge.

LAMINATE

Any use of cement-based grouts will void warranty as they are not compatible with laminated glass.

Note that laminated glass, unless otherwise fully captured or manufactured with SentryGlas (SGP interlayer) is not suitable for exterior application and will not be covered by warranty.

Maximum Sizes for Laminated Tempered Glass			
Glass Thickness	Max. Size	Sq Ft	Min. glass size 12x24
3mm / 3mm	36x72	18 sq ft	Min. .030 Interlayer Min. .060 Interlayer w/Low-E
4mm / 4mm	48x90	30 sq ft	
5mm / 5mm	72x96	48 sq ft	
6mm / 6mm	84x120	70 sq ft	Min. .060 Interlayer
8mm / 8mm	Quote	Quote	
10mm / 10mm	Quote	Quote	
12mm / 12mm	Quote	Quote	

All products will be manufactured in accordance with our SGCC/IGCC certifications.