



Customer Service Update

November 2, 2018

#CS128FSR

Revision 01

SETUP/CHANGE/CANCELLATION CHARGES

Additional finish setup fees exist due to low quantity quotes/orders, doors with more than one finish type used within the same project and two tone/split face door types.

- All new jobs with less than quantity 20 doors(excluding adds/remakes):
 - Stained prefinish setup \$200.00
 - Clear finish/primed paint grade birch setup \$110.00
- Quotes/Orders with any additional finish on different door
 - Setup \$185.00 per additional color
- Change order or cancellation on any quantity:
 - \$250.00 plus cost of any materials.

Doors with two tone/split face construction are subject to the fee guidelines above due to different materials and finish types used on the same door. Additional fees may apply due to each circumstance presented on two tone/split face variations. Restrictions apply to maintain warranty & fire ratings.

Visit our website for the most recent versions of the updates at www.vtindustries.com/customer-service-updates

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