



Customer Service Update

November 2, 2018

#CS101FSR

Revision 04

"CHANGE ORDER" POLICY

The following are current change order fees:

- Change orders received prior to customer orders being started in detailing will not be charged unless there are additional material or labor costs.
- Change orders received after detailing has begun the detailing process, but prior to being released for production, may be accommodated for a minimum \$250.00 fee per change order (excluding additional material or labor costs, if applicable).

Change orders received once an order is in production cannot be accommodated, with the exception of the "ship-to" and/or billing addresses.

Prior to releasing orders to scheduling, any changes affecting ship dates will be communicated to the customer by the project coordinator. Once the order is released to scheduling, all questions related to ship date, back orders, or accessories will be investigated and replied to by scheduling representatives.

All change order pricing must be approved before doors are released to production for fabrication.

Change orders may affect ship dates, or change order doors may have to ship separately.