

INSTRUCTIONS ON RECEIVING

PROTECT YOUR INTERESTS

Important Notice to the Customer

The customer is responsible for informing the appropriate persons, including any third party, of these receiving instructions. The appropriate persons are those responsible for safely and correctly receiving shipments from our company.

Important Notice to the Receiver

The receiver is responsible for safely and correctly receiving shipments. Shipments are carefully packed and released in perfect condition. If the receiver signs the receiving paperwork (carrier's delivery receipt) to accept a shipment without correctly following our receiving instructions, they do so at their own risk.

All claims for loss, shortage, or damage on shipments sent fob origin must be made against the carrier directly by the receiver or customer. Insurance claims for damage or shortage filed against a carrier on an incorrectly received shipment is rarely successful. Under no circumstances will TCG Glass accept responsibility for any shortage or damage on incorrectly received shipments.

Complete the steps for **PROPER INSPECTION** and make any required notations **BEFORE ACCEPTING** this shipment. To be considered valid, any and all notations must appear on every copy of the receiving paperwork (carrier's delivery receipt) and be signed by the releasing agent (carrier's driver) and initialed by the receiver. If the shipment is refused, do NOT sign the receiving paperwork (carrier's delivery receipt.) The shipment is considered **ACCEPTED IN PERFECT CONDITION**, except for any valid notations resulting from a proper inspection, when the receiver signs the receiving paperwork (carrier's delivery receipt). If you have any questions or concerns regarding receiving, including safe unpacking, please contact TCG Glass.

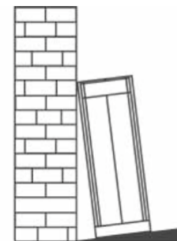
Steps for Proper Inspection

- 1.) Inspect the outside of each carton in shipment for mishandling. Make notations of any damage to the packaging. Examples of damage include punctures, crushes, scrapes, broken boards, missing supports & visible damage.
- 2.) Inspect the 'Tip-n-Tell' Indicator located on the side of every carton in shipment. Make notations of any indicator that has been removed or shows blue indicating a carton has been incorrectly tipped over.
- 3.) In rare cases of total loss, or a safety hazard, the receiver may refuse the entire shipment. In such a case, do not unpack the glass and conclude the inspection with a notation of the date and the specific reason for refusal. The receiver may incur extra costs if any undamaged content not presenting a safety hazard is refused.
- 4.) Safely unpack and inspect the contents of every carton in the shipment. A claim for concealed damage filed against a carrier after signed acceptance is rarely successful. Make notations of any shortage (the absence of content listed on the shipment packaging list) or damage including breakage, cracks, fractures, scratches, chipped edges or scuffs. To be considered valid, these notations must be referenced on the bill of lading when signing.

Steps for Proper Inspection

Always inspect glass for damage before handling. Use safety and health practices appropriate for glass including proper personal protective equipment for the hands, feet, head, and eyes. Damaged glass presenting a hazard must be safely discarded. Every carton is marked with a warning tag indicating the appropriate side from which to open the carton. If the tag is missing at time of receiving, please contact TCG Glass for assistance in identifying side for opening.

Before opening, **always lean carton against wall or other solid support to prevent glass falling forward**. Support raised carton bottom with wooden blocks or wedges. Failure to observe these precautions may result in glass falling forward, which can cause severe injury. Cartons must be blocked or wedged before carefully removing indicated side and any bracing boards to access glass.



Steps for Proper Inspection

Important information on the storage, handling, installation, and maintenance of glass is provided in our glass care instructions, available from our web site or by written request. Additional information and appropriate safety & health practices for glass as promulgated by the industry are available from professional associates such as GANA Glass Assoc. of North America.

GLASS CARE INSTRUCTIONS

PROTECT YOUR INTERESTS

The customer is responsible for informing the appropriate persons, including any third party, of these glass care instructions. The appropriate persons are those responsible for safely and correctly storing, handling, installing, cleaning, & maintaining glass fabricated by our company.

Glass Storage, Handling, & Installation

Avoid improper storage, handling, or installation that may be irreversibly disfigure or damage glass after its fabrication at our facility.

Do not allow the glass to be disfigured by exposure to moisture, standing water, incompatible glazing materials or cleaning fluids, building runoff, insulation, paints, adhesives, acids, alkalines, chemicals, solvents or fumes. Disfigurement may also damage glass certified as heat-strengthened or tempered if it alters the stress distribution. Exposure to these agents may also damage the interlayer of glass certified as laminated and/or the seal of insulating units, and voids liability under the terms of warranty statements for these products. Ensure all glass is kept DRY prior to installation. Store glass indoors for best results. Store glass at temperature remaining above the air's dew point to avoid the condensation of moisture on the glass that may disfigure. Do not allow the edges or surfaces of the glass to be damaged by contact with other glass, metal, or hard un-cushioned surfaces, incompatible glazing materials, windblown debris, grinding or welding sparks, or excessive mechanical or thermal stresses exceeding those suitable for its specification. Examples of damage include breakage, cracks, fractures, chipped edges, deep scratches or scuffs.

Always inspect glass for damage before handling. Use safety and health practices appropriate for glass including proper personal protective equipment for the hands, feet, head, and eyes. Damaged glass presenting a hazard must be safely discarded.

All framing and mounting systems must firmly support each glass piece, adequately drain water and repel moisture, contact only via a cushioned surface, and prevent binding caused by expansion, contraction, flexure, or movement. We recommend any holes or notches in the glass are protected using bushings or sleeves. In systems where glass is used as a structural material, it is the responsibility of the customer to ensure adequate contingency planning exists to preserve safety and structural integrity in the event of glass breakage or failure. For structural base mountings, we recommend the glass edge be captured in framing in a minimum 4-inch bite.

Prohibited Alterations

Any alteration to the stress distribution of our annealed glass is expressly PROHIBITED without prior written consultation. Examples of such prohibited alterations include tempering or strengthening by thermal or chemical means.

Any alteration to the stress distribution, surface or edge shape, or dimensions of our glass certified as heat-strengthened or tempered is expressly PROHIBITED. Examples of prohibited alterations include additional fabrication like cutting or grinding, or damage to the glass. Altered product that is unbroken may be susceptible and must be safely discarded.

Any alteration to the surface or edge shape or dimensions of our glass is strictly PROHIBITED. Examples of prohibited alterations include additional fabrication like cutting or grinding, or damage to the glass.

Glass Inspection, Cleaning, & Maintenance

A regular inspection routine for damage, disfigurement, defects and/or prohibited alterations to the glass is recommended throughout the life of our glass products. Glass presenting hazard must be safely discarded.

A regular cleaning routine is recommended throughout the lifetime of our glass products. Acids, alkalines, chemicals, solvents or their fumes, abrasive or sharp objects, or particulate soiled cloths must NEVER be used to clean the glass. To clean the glass, flush the surface with fresh water to remove as many contaminants as possible. With the glass heavily wetted, wipe with a squeegee from top to bottom removing excess water. Do not allow any particulates to scratch the surface by lodging between the squeegee and the glass. Smear glazing compounds can be removed before drying by lightly wiping with a soft lint-free cloth and isopropyl alcohol. Wash the glass with lukewarm water, a soft grit-free cloth and mild non-abrasive, non-alkaline compatible cleaning solution of mild detergent applied by spray. Rinse thoroughly and dry the glass with a clean lint-free cloth or squeegee.

****ATTENTION****
****READ THIS INFORMATION****

Complete the Steps for Proper Inspection and make any required notations **BEFORE ACCEPTING and SIGNING** for this shipment.

Under **no circumstances** will Deep Planets LLC dba TCG accept responsibility for any shortage or damage on incorrectly received shipments.

Steps for Proper Inspection –

- 1.) Inspect the outside of each case in shipment for mishandling. Make notations on the carriers delivery receipt of any damage to the packaging. Examples of damage include punctures, crushes, scrapes, broken boards, missing supports, & visible damage.
- 2.) Inspect the **“Tip-n-Tell” Indicator** located on the side of every case in shipment. Make notations of any indicator that has been removed or shows blue in the upper portion indicating a case has been tipped over in shipment.
- 3.) In rare cases of total loss, or a safety hazard, the receiver may refuse the entire shipment. In such a case, do not unpack the glass. Conclude the inspection with a notation of the date and the specific reason for refusal. The receiver may incur extra costs if any undamaged content not presenting a safety hazard is refused.
- 4.) Safely unpack and inspect the contents of every case in the shipment. A claim for concealed damage filed against a carrier after signed acceptance is rarely successful. Make notations of any shortage (the absence of content listed on the shipment packaging list) or damage including breakage, cracks, fractures, scratches, chipped edges or scuffs. To be considered valid, these notations **MUST** be referenced on the bill of lading (carriers delivery receipt) when signing.

Before opening, **always** lean cases against wall or other solid support to prevent glass falling forward. Support raised case bottom with wooden blocks or wedges. Failure to observe these precautions may result in glass falling forward, which can cause severe injury.

We have gone to great lengths to design and package your glass in a crate that is very sturdy, cushions the glass well and greatly reduces the chances of the crate tipping over during transit. In spite of the precautions we have taken, we do not have any control over the glass after it has left our facility. Under **no circumstances** will Deep Planets LLC dba TCG accept responsibility for any shortage or damage on incorrectly received shipments.

