



BEACON BAY WINDOWS & DOORS, LLC

ORDER PROCESS DETAILS

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THANK YOU for choosing Beacon Bay Windows & Doors, LLC (BBWD). BBWD's high performing European style windows and doors are built using Gealan uPVC profiles which have been trusted across Europe for over 50 years. BBWD's manufacturing partner in Poland assembles our windows and doors using Gealan uPVC frame and sash profiles, high performing insulated glazing, durable stainless steel operating hardware, and high quality weatherstripping and gasketing for a weathertight, thermally superior seal. Our products are fully insured during shipment by sea in cargo containers and delivered to job sites all across New England and Eastern NY.

The process with BBWD is simple and ensures that each step beginning with window design and quoting through product delivery is seamless, timely, and meets each project's specifications. The typical project process and timeline is outlined below:

1. **QUOTING** - Includes initial quoting and quote revisions. Initial and revised quotes generally require one - two weeks to be submitted to the client depending on size and complexity of the project.
2. **QUOTE APPROVAL** - Once all design, structural, and installation specifications have been approved by the customer, a QUOTE SIGNOFF will complete the quoting phase. *Any changes made after the QUOTE SIGNOFF will be considered CHANGE ORDERS and may be subjected to additional costs and lead time delays.*
3. **SHOP DRAWINGS** - BBWD allows up to three complimentary revisions during the shop drawing process. Typical projects require two shop drawing revisions and the shop drawing phase generally takes two - four weeks depending on project size and complexity. Projects requiring additional shop drawing revisions (more than three) will be charged a flat hourly rate of \$85.00 per hour to complete subsequent shop drawing requests.
4. **SHOP DRAWING APPROVAL** - Once final shop drawing revisions have been approved by the customer, a SHOP DRAWING SIGNOFF will complete the shop drawing phase. *CHANGE ORDERS requested after the SHOP DRAWING SIGNOFF will be subjected to additional costs and lead time delays.*
5. **DEPOSIT** - Once the shop drawings have been approved and signed off, the initial deposit for 50% of the customer's complete order cost will be invoiced and due upon receipt to initiate the production of the order. The customer's complete cost for the order may include, but is not limited to:
 - a. All product costs for the complete manufacture of the products ordered
 - b. All related taxes, tariffs, duties, freight, and shipping and handling costs
 - c. Additional parts and accessories and/or extended warranties purchased and included with an order
 - d. Any applicable change order costs and/or any costs related to changes made after the QUOTE SIGNOFF
 - e. Any additional services negotiated with BBWD such as installation guidance or complete installation of products ordered
6. **PRODUCTION** - When the complete order deposit of 50% transaction has cleared, the manufacturing plant will begin the production of the order. Production times generally take eight - ten weeks depending on the size, quantity, and complexity of the items ordered. It is recommended to plan for production delays around major observed holidays and unforeseen natural/weather related occurrences and changing socio-economic variables that may affect the supply chain.
7. **FINAL PAYMENT** - Final payment (remaining 50%) of the complete order cost is invoiced after the product arrives in the United States and has cleared U.S. customs and inspection for final delivery to the requested jobsite or dropoff location.

8. **DELIVERY** - Delivery from the manufacturer to the U.S. port of entry generally takes two weeks under normal weather and socio-economic conditions. BBWD delivers from the U.S. port of entry to the final dropoff jobsite or destination.

IMPORTANT: Drivers will NOT drop product unless EACH of the following conditions are met:

- a. Site must be completely accessible for a full sized box truck to deliver within the boundaries of the site
- b. A group of qualified individuals are present at the site and fully involved in safely unloading all their ordered product from the delivery truck which may necessitate use of a forklift or other heavy equipment suited for loading/unloading large and heavy cargo from a typical box truck
- c. Final payment must be in hand at time of delivery and needs to be in the form of a certified money order or certified cashier's check. Product will not be dropped at the site until this requirement is met.

Final payment made before delivery date is preferred to avoid delays with final delivery in the event that these conditions are not satisfied

QUOTE SIGNOFF To be signed when quote or final quote revision has been approved (QUOTE APPROVAL)

I, _____, employee/officer/owner of, _____ have read the Beacon Bay Windows & Doors, LLC (BBWD) **ORDER PROCESS DETAILS** in full and agree to all guidelines and requirements therein.

I have completed a thorough and final review of the quote or latest quote revision, Quote ID: _____ and determined that there are no further changes necessary to the design, dimensions, installation techniques, or specifications to the products, as well as listed taxes and duties, freight, and any additional services as quoted. I do not foresee additional change orders at this time including additional parts and accessories, extended warranties, and/or services supplied or implemented by BBWD or its professional affiliates and agree that changes made to my order after signing this agreement may be charged in the form of a change order. I would like to proceed to the SHOP DRAWINGS phase with BBWD at this time.

CUSTOMER NAME: _____

CUSTOMER SIGNATURE: _____

DATE: _____