



C N Glass Ltd [CNG]

Customer Template Policy

Insulated Glass Units

The contents of this document are to be read in conjunction with CNG's Terms & Conditions of Sale relating to the supply and manufacture of glass and glass units.

This policy is designed to accelerate the processing of your orders, minimise the risk of error and shorten lead times.

Order Placement

All orders must be in writing, preferably e-mail to orders@cnglass.co.uk or by fax to 01295 263570. Please mark 'To Template' on your order to ensure that if the order arrives with us before we receive the templates, we are aware and can advise you if we do not receive them. All information must be clearly stated on the order as well as on the template:

- Glass type
- Quantity
- Processes

Lead-times

These are calculated from the next full working day after receipt of both the order and corresponding template at our premises. Any delay to either, or queries due to insufficient information, may affect the lead-time.

Delivery/Collection

Ordinarily, customers deliver their templates to us or courier them. Alternatively, we will collect templates on the day we are delivering glass to the customer's site or premises.

CNG can offer a special template collection service (when not delivering glass) for an additional charge equivalent to courier charges.

Marking the Template

In addition to the above information relating to the order, the following must be permanently marked on the face of the template:

- Customer's name
- Order number and/or reference

Template Construction

Templates must be made of rigid plastic, board or wood which is resistant to moisture, e.g. polycarbonate, MDF or plywood with a minimum thickness of 4mm up to a max thickness of 12mm – CNG preference is 6mm MDF or Corex. **We do not accept cardboard, paper or glass templates.**

For the safety of employees and to enable operators to check the template against the finished glass we will not accept templates with nails, screws etc. that are protruding.

Templates should be in one piece, but where the size of the template, 'oversize', prevents this, then all joining materials must be applied to the face of the template to enable digitising and checking. Joining material must not obscure any holes, notches/cut-outs or any information written on the template. If 'oversize' templates are supplied in several pieces the various templates must be marked across the joint line to aid alignment.

Templates must be the exact size as required - we will not add or subtract measurements from templates, e.g. templates marked with '-20mm from this edge'. Similarly, holes and notches/cut-outs, must be marked clearly and the accuracy of the centre of any hole will be dictated by the thickness of permanent marker i.e. it must be legible, but if too thick will make the centre point less accurate.

Marking the Template ????

It is important to note that we can accept drawings or templates but we cannot accept requests to use part template/part drawing to manufacture panels.

Returning Templates

Templates are returned with the finished glass.