



CN Glass Ltd [CNG]

Remake Policy

Single Glass/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.

Please see a copy of the GGF Guidelines "Quality of Vision" to make sure your reason for remake is outside of the Guidelines scope. Copies are available from CNG or can be obtained from www.ggf.org.uk/publication/quality_of_vision.

If, following your review of this document, you consider that a remake is appropriate, then any remake units must be ordered as follows:

- E-mail your request to orders@cnglass.co.uk stating CNG original Invoice Number(s), your original Order Number/Reference and reason(s) for remake.
- CN Glass will replace the unit(s) and you will be invoiced. On return/collection of the original unit(s), CNG's Managing Director will inspect them and, if not covered by the GGF Guidelines (as above), will raise a credit note for the remake unit(s).
- Remake units will be made on a 3 working day turnaround and delivered on your next scheduled delivery (if urgent or smashed leaves you with a security issue please phone 01295 220360 and we will try to accommodate a shorter lead time).
- Collection of the replacement unit by the customer in person is to be arranged with our office in writing to orders@cnglass.co.uk.