

# Specifications Hardware

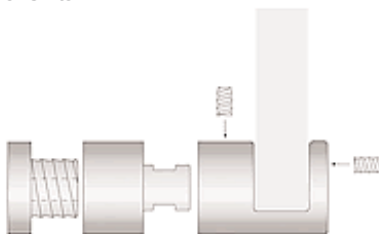
## I. Order Standard JBGS Hardware

- 1 If you are uncertain of Standard Hardware required for your project, complete the [Hardware Information Form](#). Attach a finished working drawing of the installation that includes the basic dimensional information pertinent to the hardware application (Ex. ceiling heights, finished opening dimensions, offset distances, wall conditions...)
- 2 Please fax your completed Hardware Information Form and drawings to 604.684.8373 Attn: Hardware Designer or the JBGS representative for your area.
- 3 Based on this completed information, a JBGS Hardware Designer or Representative will assist you to determine the appropriate hardware for your project and generate a quote.
- 4 Alternatively, JBGS design team will design your installation and provide you with CAD drawings. Design services will be required to complete the design. A fee of up to \$125/hour will apply.

## II. Order Custom JBGS Hardware

- 1 JBGS can custom manufacture our Standard Hardware Components to meet your installation requirements.
- 2 Complete the [Hardware Information Form](#) with a design intent sketch or working drawing that includes the basic dimensional information pertinent to the hardware application (Ex. ceiling heights, finished opening dimensions, offset distances, wall conditions...).
- 3 Please fax your completed Hardware Information Form and drawings to 604.684.8373 Attn: Hardware Designer or the JBGS representative for your area.
- 4 A JBGS Hardware Designer will contact you to review your Custom Hardware requirements and a quote will be issued. Pricing and design time can only be determined on an individual/per project basis. (A design fee of up to \$125/ hour will apply).
- 5 All custom hardware requires 2-4 weeks production time upon approval of the final drawing and payment is received.

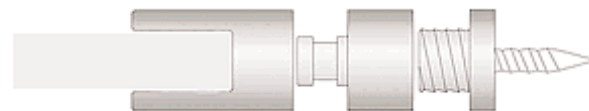
**Note:** Custom Hardware applications that are designed and specified by out-of-house designers/architects/contractors are not the responsibility of JBGS. JBGS does not accept responsibility for any performance problems associated to these specific custom applications. The onus is on the designer/architect/contractor to provide a sound solution for their respective final clients.



## III. Order Site Specific JBGS Hardware

- 1 All metal work that is not derived from JBGS Standard Hardware is classified as "Site Specific metal fabrication".
- 2 Complete the [Hardware Information Form](#) with a design intent sketch or working drawing that includes the basic dimensional information pertinent to the hardware application (Ex. ceiling heights, finished opening dimensions, offset distances, wall conditions...).
- 3 Please fax your completed Hardware Information Form and drawings to 604.684.8373 Attn: Hardware Designer or the JBGS representative for your area.
- 4 A JBGS Hardware Designer will contact you to review your Custom Hardware requirements and a quote will be issued. Pricing and design time can only be determined on an individual/per project basis. (A design fee of up to \$125/ hour will apply).
- 5 All Site-Specific Hardware requires 4-6 weeks lead-time upon approval of the final drawing and payment is received.

**Note:** Site-specific metal fabrication installations that are designed and specified by out-of-house designers/architects/contractors are not the responsibility of JBGS. JBGS does not accept responsibility for any performance problems associated to these specific applications. The onus is on the designer/architect/contractor to provide a sound solution for their respective clients.



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## Return Policy

Standard Hardware in original condition may be returned for credit within 60 days of original invoice. A restocking fee will apply. Please contact your JBGS representative prior to returning any Standard Hardware merchandise. Returns must be insured for the original invoiced amount. Shipping charges will not be covered by JBGS.

## Shipping

All orders will be shipped via Federal Express or UPS. Unless specified, your order will be shipped on an overnight service. JBGS will require a FedEx or UPS account number, otherwise shipping charges will apply. JBGS will require an exact delivery address along with a telephone number, contact name and Federal Tax ID number (or social insurance number). We will not be able to ship your order without this information. Most orders for stock merchandise will be shipped within 48 hours of receipt of your purchase order and payment. Special crating or handling charges may apply to oversize or custom orders. Your order must be inspected immediately upon arrival. If your order is not received in satisfactory condition, keep all packaging material and notify JBGS with 24 hours.

## Payment options

Payment can be made to Joel Berman Glass Studios Ltd by Visa, wire transfer or certified cheque/money order (please allow 2 days for processing time).

## Warranty

Site specific metal fabrication installations designed and specified by out-of-house designers/architects/contractors are not the responsibility of JBGS. JBGS does not accept responsibility for any performance problems associated to these specific applications. The onus is on the designers/architects/contractors to provide a sound solution for their respective clients.

## Samples and prototypes

JBGS does not provide hardware samples. Custom prototypes will be invoiced on a per project basis.

