

## Broken mirrors Policy.

In general past experience shows that in most cases, mirrors that are properly packed do not break because of transportation, but installation.

The following outlines **ad notam**<sup>®</sup>'s procedures for broken mirror complaints:

- 1) All products shipped from **ad notam**<sup>®</sup> need to be checked immediately upon receipt, but not more than three days.
- 2) Viewable damages (packaging) have to be communicated within three working days to us. In case of mirror damages, please send us some pictures of the damages (and the packaging).
- 3) For all mirrors broken by transportation, **ad notam**<sup>®</sup> will replace the broken mirror(s) within two weeks via an air freight shipment.

MIRRORS RECEIVED FROM **ad notam**<sup>®</sup> AG:

4) Costs for such new replacement mirror production will be covered as follows:

a) If there are viewable damages on the packaging: they need to be claimed at the transportation company by LLC. Otherwise, **ad notam**<sup>®</sup> AG will invoice LLC for the new mirror at normal prices.

b) If there are no viewable damages on the packaging, **ad notam**<sup>®</sup> AG will

1) check the pictures of the damage sent to them and based on the analysis of the pictures, will determine if:

- a.1) **ad notam**<sup>®</sup> AG will produce a new mirror at their cost and ship to LLC at their cost (full fair dealing)
- a.2) **ad notam**<sup>®</sup> AG will produce a new mirror on their cost and invoice LLC for packaging and transportation costs (partial fair dealing)
- a.3) **ad notam**<sup>®</sup> AG will produce a new mirror and invoice LLC for all costs (production, packaging, shipment)

Such an analysis will be sent within one to two working days upon receipt of pictures.

In cases a.2) or a.3) mirror production will not start until receipt of cost approval.

Misc:

1) In cases of important customers or projects normally **ad notam**<sup>®</sup> AG offers solution a.2), otherwise normally a.3)

2) If the mirror is not broken, but there are damages on the glass (e.g. scratches or wrong coating, etc.) which are OUTSIDE the allowable tolerance of our specifications (please check the mirror/ glass specs for details), **ad notam**<sup>®</sup> AG will check on the pictures of the damages sent and based on the analysis of the picture decide if:

- (i) LLC produces a new mirror on its cost and ship to you on its cost (full fair dealing), or
- (ii) produce a new mirror at **ad notam**<sup>®</sup> AG's cost and invoice for packaging and transportation costs (partial fair dealing)

3) Such an analysis should be sent within one to two working days upon receipt of pictures. In cases a.2) or a.3) LLC waits for mirror production until receipt of your cost approval.

4) Never ask customers to return broken mirrors. Better proceed with sending pictures, as described above.