



## SERVICE STANDARDS

### SCHEDULING

Hines Quality Custom Millwork orders are scheduled to deliver the prehung and trim package complete in one delivery. If a ticket has custom items with longer lead times such as mantels, we will ship the trim and prehangs first and follow up with those items. If a customer requests a partial shipment (preshipment) before we can complete the entire prehung and trim portion of the order, we will review the items available to make sure that we ship items useful for installation at the job site. The most likely items for a preship are prehangs, S4S, crown, window casing, and closet material. Preshipping prehung frames with temporary (dunnage) doors is available at an additional cost plus the added cost for the additional machining of the permanent doors.

In order to work closely with our customers, we will communicate several times about delivery requirements for a trim job. Ten days before a scheduled shipment, we will email your salesperson to inquire about the status of a job. If a customer prefers, Hines will send this email to them as well. Five days ahead of shipment for a job with prehangs, we will contact the customer by phone or email to determine if we should initiate prehung production. If we do not get a response from the customer within twenty-four hours, Hines will assume that the delivery is not required and will reschedule the order.

If acceptance of the five day call takes place, then two days prior to shipment a final preload verification will occur. At this call, Hines can also provide an approximate time of delivery and set up a call ahead by the driver if required. If you move the job at the two-day call, it makes it difficult for us to meet the needs of other customers. The more accurately we can determine when you need your job, the better we can organize production to better serve all customers. Please send us your email address to assist us keeping in touch with job conditions.

### APPROVAL DRAWINGS

One of our strengths is our ability to create CAD drawings of our custom products including entries, casework, and custom mouldings. To ensure that you get the products that meet your needs, we will make an approval drawing of french doors, custom doors, all entries, casework, or custom mouldings. After we receive a confirming order for such a product, we will make the drawing within five working days of receiving the information necessary to create an accurate drawing and we allocate an additional week for the customer to return the drawing. Our production coordinator will send these to the salespeople and/or customers seeking these approvals. Hines will not start work until the customer sends a written approval of the shop drawing.

Each job requiring approvals is scheduled based on lead times at the time of order assuming 2-3 weeks for receiving final approvals. Any delay in acquiring information or approvals will directly affect the total lead-time for the project. We reschedule production after receiving the approved drawing at the current lead-time minus the standard time for approvals. If there is a product for which the complete information cannot be known until some field condition is met, we can plan for that fact and adjust our scheduling procedures.

### ORDER PRIORITIES

For ongoing jobs of account customers, Hines will apply priorities to certain orders. If an order for a stocked item is placed by 12:00pm and is needed quickly to complete work at a job site, we will classify that order as a “red tray” and ship it on the next available truck run. If for some reason we cannot ship the order complete, we will call the salesperson or customer directly to determine if you want to receive a partial shipment.



## SERVICE STANDARDS *(continued)*

If a small order is placed for non-stock items such as a prehung or radius casing and is needed quickly to complete work at an existing job site, we classify such orders as “job completion”. Hines will push such items ahead of our regularly scheduled production and get it out as fast as possible combining with the next scheduled production of like items as long as it doesn’t force Hines to alter production to the extent of creating a backorder on existing production schedules and delivery commitments.

### RETURNS / CHANGES

All requests for material returns must be initiated by an approved return goods authorization form (RGA). Stock materials returned in good condition (completely fit for resale) will be subject to a minimum 20% restocking charge. All non-stock items require prior authorization from us and where applicable, from our vendors before we return these items, which will be subject to a minimum 50% restocking charge. All items which Hines is picking up at a jobsite must be placed in an easily accessible location and clearly identified or separated from all other items that are to remain. A copy of the approved RGA form should be attached to the material to insure the correct material is picked up.

Changes to orders made after orders have been scheduled may delay delivery and may increase cost. Changes cannot be made to orders that are in production or for items ordered from vendors without affecting costs. Orders that are in production or have items from vendors already shipped cannot be cancelled without bearing those costs. If the approval drawings only have been made, the customer will face a minimal cost of \$50 per hour for drawing time.

### DELIVERIES

Our insurance company will not let us carry items up to the second floor or down to the lower level. If your site doesn’t allow us access to the building and requires us either to carry in from the curb or back up to the site over non-improved lot, assistance from the customer is required. Jobsites must be accessible to our delivery equipment and field conditions should not pose a safety hazard for our delivery personnel.

For non-account customers, orders less than \$1,000 are subject to \$50 delivery charge within the Chicagoland area. Delivery charges will apply to items shipped outside of this area, and will be determined on a per order basis.

### TERMS AND CONDITIONS:

Customers need to complete a credit application to establish an account with Hines Quality Custom Millwork. Hines will not start processing an order until that application is received. It usually takes 2 to 3 days to research references before Hines can establish credit. If lead times are critical, Hines will set up a COD account upon receiving the credit application pending the completion of the credit review process.

Hines Quality Custom Millwork works closely with our customers to prepare accurate waivers promptly and provide detailed statements when needed, although most customers pay off our invoices. At the beginning of a job, we seek information outlining the title company and financial institution, which is funding the job.

Our terms are net 30 days for open account customers. We will keep in close contact with you after 45 days to help determine what needs to occur to finalize the bill. Balances exceeding 60 days will be subject to a 2% service charge per month. Accounts with balances exceeding 60 days are subject to an “intent to lean” to maintain our rights to pursue our claims against the property and putting the account on hold. For customers with a poor payment history, we may require that a title company be used for future orders.

For non-account customers, we require that the order be paid in full at the time of order. No special order item will be ordered nor will any production item be placed into the production schedule until paid in full. Truck drivers cannot pick up payments at the time of delivery. The minimum invoice amount for non-account customers is \$500.



### SERVICE STANDARDS *(continued)*

#### FINISHING:

Make sure doors are kept dry. Align or adjust components if necessary. Remove all handling marks (instruction labels, cross-sand marks, stamps, and defects of exposure to moisture) with a thorough final light sanding on all surfaces of the door.

Clean the door thoroughly after sanding to remove all dust or foreign material. However, avoid using caustic or abrasive cleaners.

Apply finish as soon as door is fitted but before final hanging.

Make sure all surfaces are sealed and finished, including the top and bottom edge of the stiles and rails as well as all hardware preps (hinge, locks, flush bolts, and astragals).

Follow all manufacturers finishing and painting recommendations using products from the same manufacturer or from compatible manufacturers. When finishing the joints where wood parts or glass and wood come together, insure that enough paint or sealer is put on to form a bridged film across voids. This action will minimize moisture penetration through these joints.

#### PAINTED DOORS:

Apply two coats of an exterior grade primer. Scuff sand between each coat to a complete dullness with fine grit or #1 steel wool. Wipe clean with a cloth dampened with a quality surface conditioner.

Apply a bead of paintable caulk to the perimeter of panels prior to painting.

Finish all surfaces with a minimum of two coats of a high quality exterior grade paint.

A minimum two coats of paint must be used to maintain warranty. Do not use dark colors in conditions where the door is exposed to direct sunlight.

#### FINISHED DOORS:

Doors may be finished with or without the use of stain. If no stain is to be used it will be necessary to fill and stain the nail holes on any raised or applied mouldings.

After the stain has dried, apply a minimum of two coats of a clear exterior moisture sealer. Sand lightly between coats.

Apply at least two coats of a high quality exterior grade, fade resistant, ultra violet inhibiting polyurethane. Sand lightly between coats.

Apply a bead of clear silicone caulk to the perimeter of panels and glass after the final finish



## SERVICE STANDARDS *(continued)*

### CARE & HANDLING

#### DOORS, MOULDINGS, CASEWORK/HINGES

Strict adherence to the following guidelines will aid in your warranty protection and maintain the long life and beauty that your investment deserves.

#### JOB SITE

Do not schedule delivery to the building site until surrounding conditions warrant it. Cement, plaster, joint compounds, and paints must be completely dry.

The first, most important steps to be made are protection from moisture and soiling during delivery and storage. Inspect the material promptly after receipt and notify Hines Quality Custom Millwork immediately if there are any problems or questions. Your salesperson will be happy to assist in these matters.

Keep material clean and handle with clean hands and equipment.

Do not drag material or doors across one another or other surfaces.

Store doors flat, on a level surface, in a dry, well ventilated building. Do Not lean doors against anything. Cover to keep clean, but allow air circulation.

If interior doors are to be stored on the job site, all wood surfaces, including edges and ends, must be properly sealed with an approved sealer, to prevent undue moisture absorption.

Do not subject material to abnormal heat, dryness, humidity, or sudden changes, such as forced heat to dry out a building, for prolonged periods of time.

Interior material should be allowed to acclimate to the proper environment. All material should be conditioned to the average relative humidity of the locale before installation by the use of humidification systems in winter or dry periods and dehumidification or air conditioning systems in summer or wet periods.

Material should be finished as soon as possible and humidity levels must be maintained at a minimum of 35% relative humidity to a maximum of 55% in order to maintain the moisture content of material at 7-10%.

Exterior doors must be finished immediately upon installation.

### FITTING AND HANGING

Any entry with a direct exposure to the sun, primarily south and west elevations, or facing extreme weather conditions must have an overhang or porch projection equal to or more than one half the total height if the entry.

Dark colored finishes must be avoided on the exterior surfaces of the entry, doors and sash if in direct exposure to sunlight and especially in combination with a storm door.

Allow adequate clearance for swelling of door or frame in damp periods when door is machined and installed during dry periods.

#### Deterioration Potential

Inadequate Overhang – High

Facing Southern to Western Exposures – High

Dark Finishes – High



## SERVICE STANDARDS *(continued)*

Direct Exposure to Sunlight – High

Storm Door Application Without Proper Ventilation – High

### HINGES

Abrasive cleaners or lacquer thinner should not be used to clean the surface of hinges. To do so will void any manufacturer's warrantee for the product. Hinges should be cleaned with a dry cloth or with water only.