



21 Neadon Drv Meadowbrook Q 4131

P.O. Box 3227 Logan City DC Q 4114

P: 07 3826 0500 F: 07 3805 1572

sales@loganglass.com.au

www.loganglass.com.au

Policies & Procedures

Effective date 1/9/2014

BUSINESS HOURS ARE 7.00am to 4.00pm MONDAY – FRIDAY

Account Trading Terms

All trading accounts with Logan Glass are strictly 30 day trading terms. No goods will be despatched while an account is on stop credit, and standard lead times will not commence until your account has been settled, not when the order was originally placed.

Minimum charges

Minimum 0.1m² per piece (or minimum charge per invoice if greater).

\$20.00 plus GST per invoice for non-painted glass.

\$25.00 plus GST per invoice for painted glass, and any Trade Cash Sales.

Any order that is outside of the capabilities of Logan Glass will be deemed as an external order. All external orders will be quoted, and will be pending your acceptance prior to the order being processed.

Quotes

Quotation is valid for 60 days from quotation date, with all prices quoted plus GST.

Quoted rates and/or Quote number must be stated on your purchase order, otherwise standard rates will apply.

All prices are based on acceptable wastage and availability of stock.

Sizes and quantities that differ from quotation may require repricing.

Logan Glass takes no responsibility for any loss or damage that may arise from inability to supply the quoted product.

Lead times

Quoted lead times will only become valid once all the information necessary to produce your job has been supplied. While we will do our best to accommodate your request if outside the stipulated times, you will need to call our office to discuss before prior to placing your order.

For further information please refer to ["LG – Lead Times September 2014.pdf"](#)



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Site Deliveries

All site deliveries will incur a charge, which is POA with a minimum of \$35.00 plus GST. Arrival times for site deliveries are subject to one hour either side of the nominated time. Site deliveries involving a guaranteed time of arrival will have a minimum charge of \$75.00 plus GST.

Site deliveries that result in driver downtime will also incur an extra charge.

Site deliveries out side of Logan Glass business hours will incur an additional delivery fee (POA).

Two man lifts/large panels will require our customer or member/s of their staff to attend site to assist with lifting the panel off our delivery vehicle. Panels will not be lifted off our vehicles with the customers "end user" due to occupational health standards.

Replacement Panels

All replacement panels must be returned or sighted by a representative of Logan Glass before a credit is processed, and all replacement panels will be manufactured to the original order with any changes made resulting in a new invoice being raised.

If the glass can not, or is not returned or sighted by a Logan Glass representative the customer will be re invoiced at the respective selling rate.

Rebooks cannot be reproduced and delivered the same day. Rebooks (placed prior to 10am) will be delivered on the next delivery to the respective area.

All goods should be inspected prior to installation.

Logan glass does not except on costs associated with faulty goods, but limits its liability to resupply the original product within the warranty period.

*All claims for replacement or credit must be lodged within **2 working days** of the delivery date.*

Painted Product

Although we have the ability to paint most colours, we prefer to have your customers referring to "Dulux" paint samples (no powdercoat colours). This will ensure less confusion at the time of discussing your customers' requirements, and we still will be able to paint from other manufactures, but will require a visual sample to ensure the correct colour is being painted.

Supply of product is subject to availability and quality of raw product.

If Logan Glass needs to acquire a sample colour pot there will be a charge of \$15.00+GST

If the colour is not provided when placing your order this will affect your leadtime, adding an additional 2 working days from the time that information is provided.

*All claims for replacement or credit must be lodged within **2 working days** of the delivery date.*



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Template Policy

For Logan Glass to continue our policy of no template handling charge, all templates supplied by the customer are to be of solid or rigid material and must be actual size with no screws, staples or nails protruding. **Paper and cardboard templates are unacceptable** and templates must include customer identification and purchase order number. Templates out side these guidelines will incur an additional charge or may be rejected.

Changes to orders received may incur a cost to the client if production has begun. Faxed drawings can differ from fax machine to fax machine, therefore all measurements need to be documented rather than left to scaling.

All external orders will incur a template fee of \$50.00 +GST, and may be exempt from our standard lead times.

For further information please refer to ["LG - Template Policy August 2014.pdf"](#)

Glass Tolerances

Logan Glass products are produced to "Australian Standard AS/NZS 4667:2000 - Quality requirements for cut-to-size and processed glass" therefore include a tolerance level of +/- 2mm for product under 10mm, with thicknesses greater than 10mm have a tolerance level of +/- 3mm.

Edge-Slip of 3mm is unavoidable and accepted on stock sheets of Laminated Glass. It is not the responsibility of Logan Glass to determine the suitability of products for projects.

CNC

Any product that is requested to be supplied at an exact size will be produced at a tolerance plus or minus 0.5mm and charged accordingly.

All patterned or textured glass including silver, painted and acid etch will be produced from the smooth side only, i.e. the smooth side is deemed the face side. All diagrams will be produced from the face side only.

All glass is produced in accordance with Logan Glass Center's acceptance criteria in accordance with Australian Standards AS/NZS/4667:2000.

All orders requiring CNC work is a 5 day lead time, including "Exact" sizing.



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Customers Own Glass

Logan Glass in some instances will cut, process and toughen customers own glass. This will be offered on a case by case basis, and we reserve the right to refuse at any time. Please be aware that your product will be treated with all care, but no responsibility and there will be an invoice raised even if your glass is lost/damaged during these processes.

We will not process any glass once it has been furnished.

External Orders

Any external orders will be quoted, and will be pending your acceptance prior to the order being processed.

With additional minimum external charges applying to some high performing products such as monolithic toughened, heat-soaked, special annealed laminate, furnace laminate and louver blades. Please contact Logan Glass before quoting, or placing any high performance orders.