



CUSTOMER SUPPLIED PATTERNS

March 4th, 2020

To Our Valued Customers,

American Glass strives to provide the best possible quality and service. To increase efficiency and quality we are updating our requirements for customer supplied patterns. To help us achieve this goal please include the information below on all patterns sent to American Glass.

- Company name
- Purchase order number
- Glass type and thickness
- Dimensions that are easily obtained
- For insulated units: Overall thickness and spacer color
- Any relevant information

Also, please email a purchase order to sales@americanglassinc.com or fax to 417-866-8554 for all pattern orders.

Please be mindful that the quality of your pattern will reflect the quality and accuracy of the glass produced. Please communicate all expectations onto the pattern. If American Glass has to reach out for clarification on a pattern it will affect the lead time of the product. American Glass cannot make any assumptions on patterns, as assumptions could lead to an incorrect product.

American Glass will be holding patterns for two months after delivery. Please communicate any non-conformance issues as soon as possible

American Glass is committed to providing a quality product. Thank you for your assistance and continued business.