



### **CWS Policy – Windows from Templates**

Building a window from a template creates some special challenges and risks. In order to be successful, CWS has to follow a consistent process from the time the order is received.

#### **Additional Information Needed:**

1. For every order built to a template it needs to be clearly identified and understood what the customer supplied template represents. Is the template the glass alone, is it the outer dimensions of the window, or the hole the window fits into?
2. We need to understand the exact type window the customer expects to be built from the template.

#### **Template Material:**

Templates must be made of plywood or masonite type hardboard only. Cardboard template and paper templates are not acceptable.

#### **Pref Order:**

It's important to use the drawing created by Engineering when entering the order. It is not sufficient to enter "Build to template" in a text field.

#### **Engineering:**

All template orders must first be reviewed by the Engineering department and a drawing created before the order is released for production.

#### **Completion:**

After the completion of the order, the original template is to be returned to the customer along with the window built from the template. It should be packaged with the window if possible.

#### **Pricing:**

Any window built to a customer template should have a flat charge of \$300.00 per window added to the price of the window to cover the Engineering and special handling costs.