



Field Service Policy

From time to time an end-user/consumer may have concerns about a product distributed by one of Reeb Millwork's affiliates. REEB has established this Field Service Policy to address end-user/consumer product concerns.

Background:

- REEB does not manufacture components, but rather distributes products and sometimes provides assembly-related services. Warranties vary by product, by manufacturer, and by applicable law. When the product manufacturer offers a written warranty to the end-user/consumer, REEB will make the written warranty available at the dealer's location, on REEB Millwork's website (<http://reeb.com/warranties/>), in some promotional materials, with the product, and upon request. REEB adopts those manufacturer's warranties, in full, and distributes the products to end-users/consumers subject to the terms, conditions, obligations, and limitations therein. Where no such manufacturer's written warranty exists, or where REEB otherwise explicitly disclaims the warranty, then REEB distributes the products to end-users/consumers subject applicable implied warranties.
- REEB also distributes all products subject to this Field Service Policy, to work in conjunction with any applicable warranty. This Policy is also available at the dealer's location, on REEB Millwork's website, in some promotional materials, with the product, and upon request.

Submitting Warranty Claims; Obtaining Field Service:

- In the event an end-user/consumer has a warranty claim or concern about the assembly of a product, the claim can be directed to the dealer where the product was purchased in order to be forwarded to REEB.
- The dealer's personnel will first make inquiries to ensure there is warranty-related or assembly-related concern with the product, rather than a condition outside REEB's control such as improper installation, finishing, or maintenance of the product.
- If there is a warranty-related issue with the product, REEB will require the following information, some of which REEB can obtain from the dealer:
 - REEB's invoice number (photocopy preferred)
 - The dealer's purchase order number
 - Date of REEB's delivery to dealer
 - A detailed account of the problem, including pictures whenever possible.
 - The end-user/consumer's name, address, phone number (both day and night), and email address, and the same information for any contractor/installer involved

 Bethlehem, PA	 Barclay, MD	 Mocksville, NC	 Providence, RI	 Syracuse, NY
600 Brighton St. Bethlehem, PA 18015 610 867-6111 voice 610 865-2111 fax	1315 Goldsboro Rd. Barclay, MD 21607 410 438-3102 voice 410 438-3384 fax	346 Bethel Church Rd. Mocksville, NC 27028 336 751-4650 voice 336 751-4660 fax	19 Business Park Dr. Smithfield, RI 02917 401 726-2660 voice 401 726-1540 fax	7475 Henry Clay Blvd. Liverpool, NY 13088 315 451-6699 voice 315 451-5596 fax



How the Claim and Field Service Will be Handled:

- After REEB has the necessary information, a REEB Territory Sales Manager (TSM) will determine if an inspection is necessary. Usually REEB's TSM will make contact the end-user/consumer within 48 hours to schedule an inspection, usually within 7 days of the TSM getting all of the information.
- If the REEB TSM determines that the concern is covered by the applicable warranty or this Field Service Policy, REEB will provide repair or replacement of the defective components as required by the applicable warranty. Please note that most manufacturers' warranties provide no compensation for labor, finishing, or re-fitting replacement products.
- If the REEB TSM determines that the problem is a result of an assembly defect by REEB, and the length of time from original shipment from REEB to the dealer was within one (1) year of the end-user/consumer's claim, REEB may, at its discretion, provide the necessary repair or replacement of components through a REEB Service Technician or other REEB-authorized personnel at no charge to end-user/consumer.
- REEB shall not be obligated to perform any work outside the scope of the applicable warranty, or for problems not caused by product or assembly failure by REEB. If the REEB Service Technician or other REEB-authorized personnel determines the problem is not a result of a warranty-covered issue or REEB assembly defect, then REEB may offer, at its discretion, to perform the work for the end-user/consumer for a fee/charge on terms described in a separate fee schedule and agreement.

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