What is Initial Quality?

- Initial Quality (IQ) is defined as out-of-the-box issues that a customer encounters upon delivery of an Andersen order.

- IQ issues are usually reported within 90 days of receipt of product.

- Andersen Windows and Patio Doors only!
Initial Quality Reporting

• Does store need to contact AW rep?
  – No, if it is determined that a AW Sales/Service rep should be involved, IQ will make the contact.

• What information Do you need to report Initial Quality errors?
  – Store PO# and SO line #
  – Customer contact information (name, address, phone)
  – Description of issue
  – Product ID
  – Photos
  – If Product is installed, who installed it? (HD install, Contractor, Homeowner)
Initial Quality Reporting

Once the issue has been reported what is needed to receive an RGA?

- For issues determined to be AW’s responsibility the store will be directed to re-order replacement product.
- Submit (fax) an RTV worksheet with the amount given by AW to 651-275-6604.
- Once RTV worksheet is received by AW, AW will email or call the store with the RGA number.
• Specific Examples of Initial Quality and resolution:

• **Incorrect & Missing Product** - Make sure to note all overages and shortages on the POD
  – If noted on POD as missing store will contact IQ for credit (if invoiced) and reorder product on new PO
  – Too many units, contact IQ for pickup (material must be at store)
Incorrect Product:

- **Andersen Ordering Error**
- **Product labeled correctly but incorrect item in Packaging**

Report Issue and reorder product on new PO# noting in the special instructions that it is a reorder (note original PO#, request expedite). Make sure incorrect product is at store and available for inspection and pickup.
Resolution for damaged and defective product:

- If it is determined that the product is beyond repair IQ will advise store to order product under a new PO#. IQ will also advise store on disposition of the product. If the product is repairable IQ will set up a service job and order the required parts.
Initial Quality Reporting

Operating issues:

- Prior to reporting any operating issues, verify with customer that the issue is not due to installation (plumb, level, square?) Have the customer verify with their installer prior to reporting the issue.
- Once issue has been verified as non-installation, report issue to IQ.
- If Product is installed, Who installed it? (HD install, Contractor, Homeowner)
Initial Quality Reporting

Damaged and Defective product:

Product with Damaged or Defective Packaging must be noted on POD and inspected if possible prior to receiving and signing for. Most Damaged or Defective product can be repaired. Report all issues prior to reordering.

- **Damaged product at the store** - report issue and send photos to THDIQ@Andersencorp.com (reference the PO#, SO line#, description of damage and cause)

- **Damaged product at the jobsite** - If damage is to frame of unit, advise customer not to install. Report issue and have customer send photos of damaged or defective product immediately to THDIQ@Andersencorp.com (reference the PO#, contact information and issue). The IQ team will work directly with customer to resolve the issue.
Initial Quality Reporting

Third Party Delivery Policy

Damage or Defective Product

48 Hour Policy: Customers have 48 hours from the time they receive the order from the delivery agent (signed POD) to report any damages or defects. Customer can report the damage or defect to the store or to the delivery agent. The store needs to notify the delivery agent immediately of any damage reports.

Delivery agents give notice to customers upon delivery that they have 48 hours to report any damages on their order.

Reported Within 48 Hours: If damage is reported within 48 hours of the signed POD, the delivery agent and vendor will resolve the issue of replacing the order with the customer. The store is not required to replace the order. The vendor will have the product inspected to determine if the order is damaged or defective.

If Damaged: The delivery agent and vendor are responsible for the re-ordering and re-delivery costs of the order.

If Defective: The vendor is responsible for the re-ordering and re-delivery costs of the order.
Initial Quality Reporting

Third Party Delivery Policy

Reported After 48 Hours:

If damage is reported after 48 hour of the signed POD, the store is responsible for any replacement product. The vendor would still inspect product to determine if the order is damaged or defective.

If Damaged: The store is responsible for covering any costs to replace the product.

If Defective: The vendor is responsible for the re-ordering and re-delivery costs of the order.

NOTE: The delivery agent is not responsible for damaged orders if they are reported after 48 hours of delivery (signed POD).
Damaged On Delivery: If the order is damaged on delivery by the delivery agent, the delivery agent is responsible for the re-ordering and re-delivery of the damaged order. The store is not required to place a new order in Special Services.
Home Delivery Service

Dear Home Depot Customer:

Everyone at The Home Depot would like to thank you for purchasing Andersen Products, which include Andersen Windows and Patio Doors, EMCO Storm Doors, and American Craftsman Windows and Patio Doors. We are committed to providing exceptional service and high quality products to you, our customer.

To ensure your satisfaction, you have 3 days from the date of your delivery to report any concealed damage to the DELIVERY AGENT. After day 3 you MUST contact the Home Depot store where you placed your order. Please be advised that visible carton damage must be noted at the time of delivery to the driver.

Direct any questions regarding your delivery or order accuracy to The Home Depot store where you placed your order. Please have your original sales receipt available when calling to help us assist you promptly.
Initial Quality Reporting

Front side of POS card

Andersen

Window and Patio Door issues contact the stores
COS (Expeditor)

Store Contact: ___________________________

Hours: ___________________________

Store Phone: ___________________________

Store Email: ___________________________

Customized Per Store
Stapled to Customer Agreement
The following information will help us address your window or door needs.

Date of Purchase: ________________________________

Detailed description of issue: ____________________

________________________________________________

________________________________________________

Product ID/Glass Information: ____________________

Etched in corner of unit
Photos of damage/defect 1 close-up 1 from 5'}
Initial Quality Reporting

Pre Call Sheet

Andersen®

Window & Patio Door Issue Guideline Sheet

Information needed to resolve issue:

- Customer Purchase Order Number
- S/O Number and or Product ID
- Installed By ________________
- Detailed Description of Issue
- Photo(s) are preferred - Required

E-mail to: THDIOQ@Andersencorp.com
Or Call 1-866-466-3578
Initial Quality Reporting

Good Picture
Initial Quality Reporting

Bad Picture

LOCATION OF DAMAGE.
Initial Quality Reporting

Bad Picture
Prior to calling Andersen®, if your Andersen product is 2007 or newer please look for the Product Identification Number located on the head or side jamb.

This number will help us identify the style of product you have. If you do not have or cannot find the Production Identification Number, please print this page and identify these important product details so that we can accurately identify your Andersen product and issue.
Initial Quality Reporting

Product ID label

42 3/4 x 46 3/4
Prod# 42.750x46.750
SIL - W11 IGCC/IGMA 2011
Prod Id SLD-110412-19724397.1.1
NFRC AND - N - 80

StrongerTogether
Initial Quality Reporting

IQ Reporting Form (email form to: THDIQ@Andersencorp.com)

Andersen Corporation Initial Quality Request Form

<table>
<thead>
<tr>
<th>Initial Quality Reporting</th>
<th>Customer Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Store #</td>
<td>Customer Name</td>
</tr>
<tr>
<td>City</td>
<td>Customer Phone #</td>
</tr>
<tr>
<td>Store contact Name</td>
<td>Jobsite contact</td>
</tr>
<tr>
<td>Contact Phone Number &amp; Ext</td>
<td>Contacts number</td>
</tr>
<tr>
<td>Product ID</td>
<td>Customer address</td>
</tr>
<tr>
<td>PO # from original order</td>
<td>City</td>
</tr>
<tr>
<td>Line item with issue</td>
<td>State</td>
</tr>
<tr>
<td>Reorder PO #</td>
<td>Zip</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Initial Quality Detailed Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missing and Incorrect Product</td>
</tr>
<tr>
<td>Description of issue and resolution requested</td>
</tr>
<tr>
<td>Missing Product? False</td>
</tr>
<tr>
<td>Incorrect Product? False</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Damaged and Defective Product</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Damage or Defect</td>
</tr>
<tr>
<td>Location of Damage or Defect</td>
</tr>
<tr>
<td>Description of issue and resolution requested</td>
</tr>
<tr>
<td>Glass (stress crack or shipping damage)</td>
</tr>
<tr>
<td>Dent</td>
</tr>
<tr>
<td>Gouge</td>
</tr>
<tr>
<td>Chatter in wood</td>
</tr>
<tr>
<td>Paint Blot</td>
</tr>
<tr>
<td>Insect screen-wavy, punctured, torn or pulled away from spline</td>
</tr>
<tr>
<td>Packaging Damaged? False</td>
</tr>
</tbody>
</table>

| Are products available to be picked-up? True | If not, when? (Date) |
• THD associate Responsibility:
  – POS business cards to every customer
  – Utilize pre-call checklist
  – Report IQ issues (Customer should not be contacting IQ, store associate responsibility)

• AW Sales and Merchandising associate responsibility:
  – IQ inspections done at store only per request of IQ
  – Consistent training!
• Initial Quality associate responsibility:
  – Using current process in place, provide dispositions/resolutions (service, parts, credit, nothing)
  – Keep Sales and Merchandising associates informed of outcome of IQ issues utilizing Window Web Care.
Initial Quality Reporting

Contacting IQ

Dial 1-866-466-3578 enter your store # and choose the appropriate option

OPTION 1
PO Confirmations
ETA

OPTION 2
Order & General Questions

OPTION 3
Initial Quality

OPTION 4
Warranty & After Sales Service

OPTION 1 ANDERSEN
Initial Quality only
Contacting IQ

THDIQ@Andersencorp.com

Home Depot has its own dedicated IQ team!