

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!

- 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)

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.

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.

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.

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).

Third Party Delivery Policy

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.

Initial Quality Reporting



Delivery Card

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

A template for the front side of a POS card. It features the Andersen logo at the top left. Below the logo is the text "Window and Patio Door issues contact the stores COS (Expeditor)". There are four horizontal lines for input, each preceded by a label: "Store Contact:", "Hours:", "Store Phone:", and "Store E-mail:". The right side of the card is a solid black vertical bar.

Andersen[®] WINDOWS • DOORS

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

Store Contact: _____

Hours: _____

Store Phone: _____

Store E-mail: _____

Customized Per Store
Stapled to Customer Agreement

Initial Quality Reporting



Back side of POS card

The following information will help us address your window or door needs.

Date of Purchase: _____

Detailed description of issue: _____

Product ID/ Glass Information: _____

Etc hed in corner of unit

Photos of damage/defect 1 close-up 1 from 5'

Initial Quality Reporting



Pre Call Sheet



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: THDIQ@Andersencorp.com

Or Call 1-866-466-3578

Initial Quality Reporting

Good Picture



Initial Quality Reporting

Bad Picture



Initial Quality Reporting

Good Picture



Initial Quality Reporting

Bad Picture



Initial Quality Reporting

Product ID label

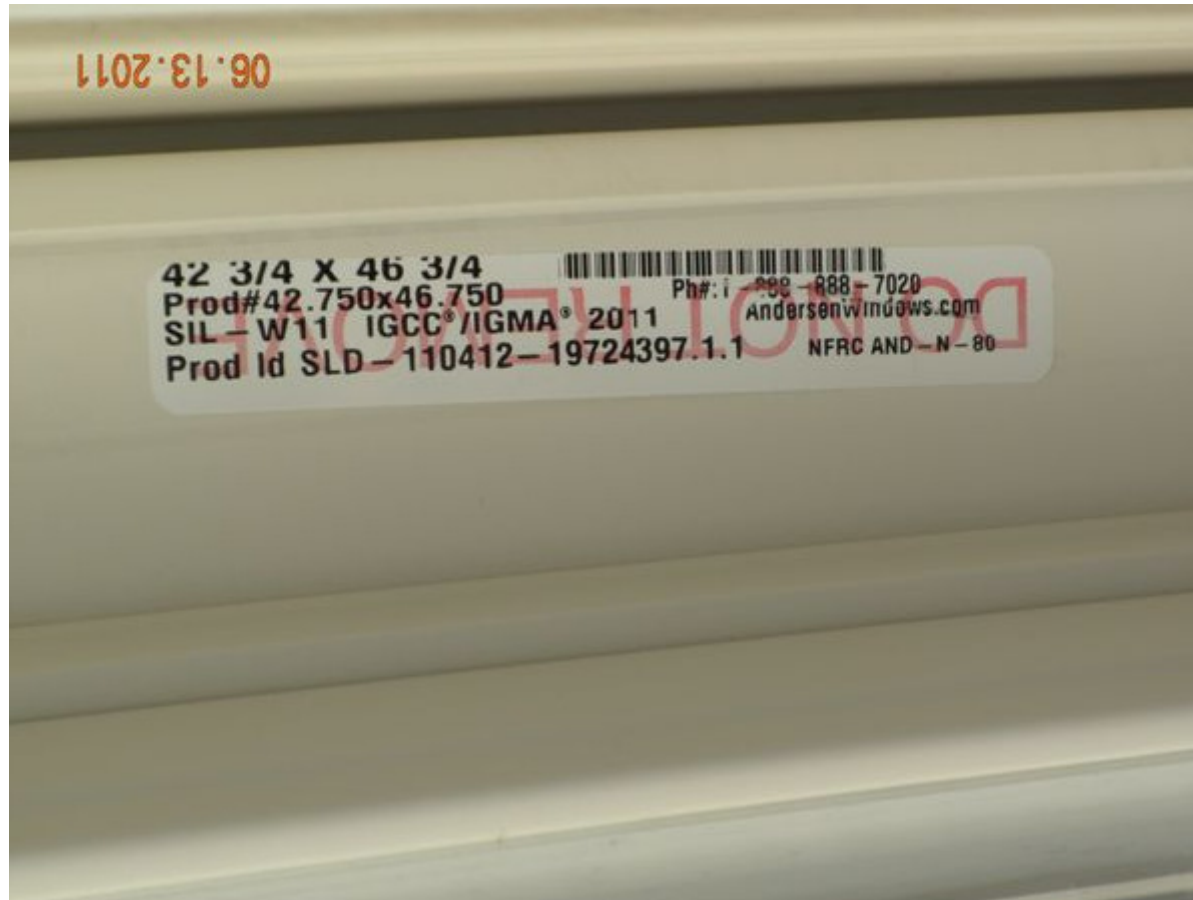
Prior to calling Andersen, if your Andersen product is 2007 or newer please look for the Product Identification Number located on the head or side jamb.



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



Initial Quality Reporting



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

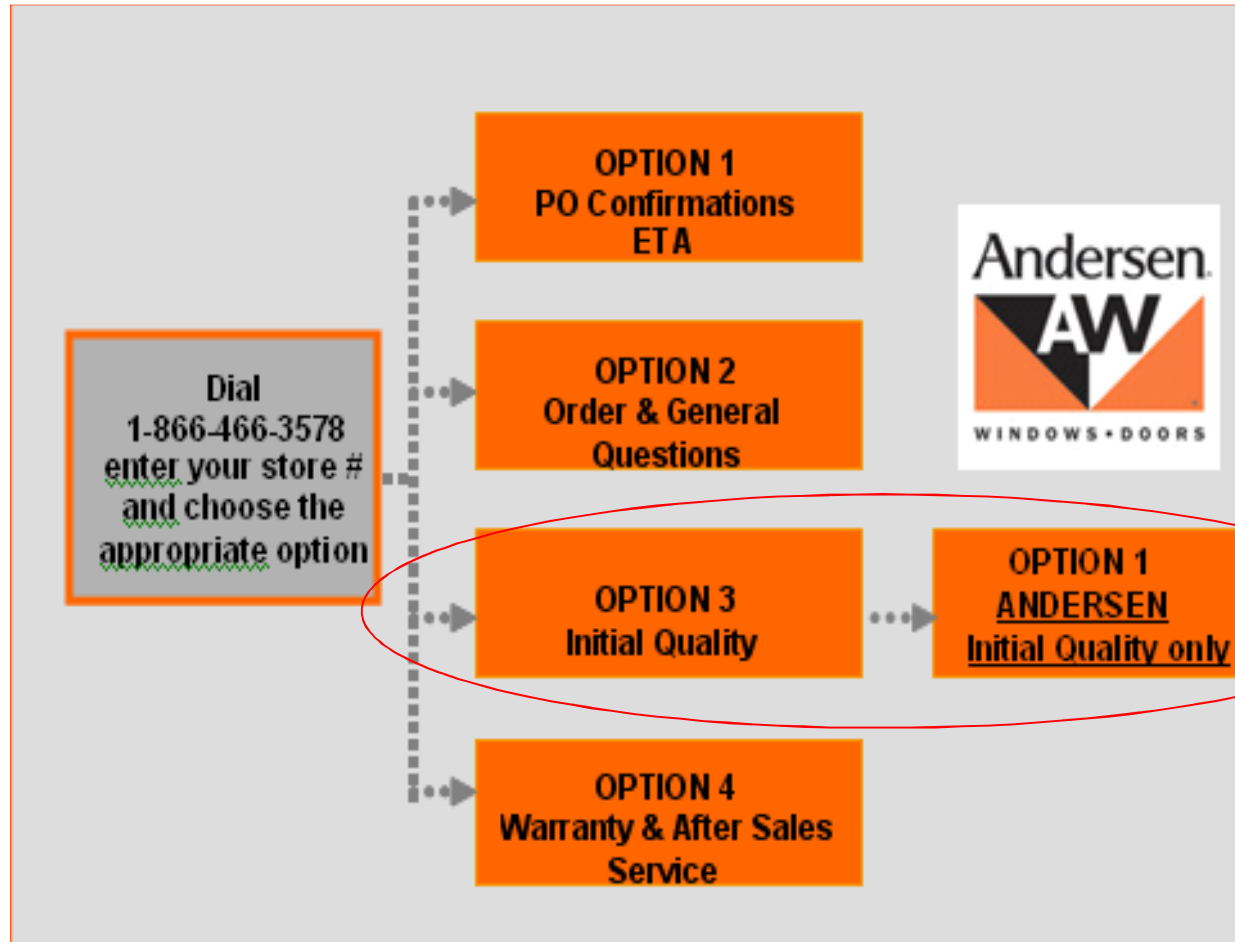
Andersen Corporation Initial Quality Request Form			
Store contact and order information		Customer Contact Information	
Store #			Customer Name
City	State	Customer Phone #	
Store contact Name			Jobsite contact
Contact Phone Number & Ext			Contacts number
Product ID			Customer address
PO# from original order			City
Line item with issue			State
Reorder PO#			Zip
Initial Quality Detailed Information			
Missing and Incorrect Product		Description of issue and resolution requested	
Was missing Product signed for? Is so, store is responsible to reorder			
Missing Product?	<input type="checkbox"/>	Quantity missing	
Incorrect Product?	<input type="checkbox"/>	Describe what was received?	
Damaged and Defective Product			
Pictures are required for all Damaged and Defective Product			
Type of Damage or Defect	Location of Damage or Defect	Description of issue and resolution requested	
<ul style="list-style-type: none"> • Glass (stress crack or shipping damage) • Dent • Gouge • Chatter in wood • Paint Blot • Insect screen-wavy, punctured, torn or pulled away from spline? 	<ul style="list-style-type: none"> • Frame-side, head, sill? • Sash-side, top, bottom? • Panel-top, bottom, side? • Interior or Exterior of unit? • Insect screens - If kitted, was screen in middle, front or back of kit? 		
Packaging Damaged?			
Describe in detail to the right if packaging was damaged, location of damage on packaging and cause. For no damage note N/A. Was damage to carton consistent with damage to product? Was damage noted on POD?			
Are products available to be picked-up?		<input type="checkbox"/>	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



Initial Quality Reporting



Contacting IQ

THDIQ@Andersencorp.com

Home Depot has its own dedicated IQ team!