



PILKINGTON
NSG Group Flat Glass Business

William A. George
Director - Marketing
Pilkington

December 3, 2010

Dear Valued Wholesale Customers,

As the global leader in the manufacture and supply of Automotive glass products, we pride ourselves on bringing first to market, original equipment quality glass products to the marketplace.

Please find our revised wholesale product return policy below; this new policy will be effective January 3rd 2011: (All Returns subject to approval process)

1. We will accept valid part returns within 15 days of the original delivery at no cost.
 - a. The original quality inspection sticker must be affixed to all glass products that are returned.
2. All parts returned after 15 days will be charged a 10% restocking fee.
 - a. The original quality inspection sticker must be affixed to all glass products that are returned.
3. Pilkington will not accept any returns after 30 days from the date of sale.
4. Only parts purchased from Pilkington are returnable.
5. If the return is greater than \$1,000 it is subject to additional approvals.

Days After Purchase

Less than 15 days

After 15 days

After 30 days – Returns not accepted

Re-Stocking Charge

No Re-Stocking Charge

10% Re-Stocking Charge

Returns Not Accepted

If, despite our quality checks you receive damaged products, this would be considered a credit adjustment request. In this case you have 48 hours to declare the damaged product and request a review for replacement or credit to your local service center. As always, we will continue to improve our products and services while remaining competitive and affordable.

Sincerely,
William A. George
Director – Marketing
Pilkington North America