



PILKINGTON
NSG Group Flat Glass Business

William A. George
Director - Marketing
Pilkington

March 22, 2010

Dear Valued Wholesale Customers,

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

We also pride ourselves on bringing world class service to our retail partners; to that effect we are enhancing our current inspection and cleaning process, which will include a new quality assurance sticker (see below) to reinforce the high quality products & services you are receiving from Pilkington. This sticker will be applied to all glass leaving our local facilities.

Please find our upgraded product return policy below effective March 22nd, 2010:

1. If, despite this quality check, you receive a damaged product, you have 48 hours to declare it and request its replacement or credit to your local service center.
2. We will accept valid part returns within 30 days of the original delivery at no cost. The original quality inspection sticker must be affixed to all glass products that are returned.

Days After Purchase

Less than 30 days

After 30 days

After 60 days – Returns not accepted

(All Returns subject to approval process)

Re-Stocking Charge

No Re-Stocking Charge

15% Re-Stocking Charge

Returns Not Accepted

3. Pilkington will not accept any returns after 60 days from the date of sale.
4. Only parts purchased from Pilkington are returnable:

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


Pilkington North America, Inc.
3440 Centerpoint Drive
Urbancrest, OH 43123



PILKINGTON

NSG Group Flat Glass Business

PILKINGTON



Pilkington Automotive Glass

The Source for Global Quality
The World Leader in Automotive Glass

Cleaned with Pride by

Loc. # _____ Date _____

Label Must be Affixed for Returns

Pilkington North America, Inc.
3440 Centerpoint Drive
Urbancrest, OH 43123