



Vitro America (VA) and PGW Auto Glass, LLC (PGW) – Customer FAQ’s

Q: Who will be my account representative?

A: PGW and VA will be working together to determine the best team to service the customers in each market. PGW will communicate any staffing changes as quickly as possible.

Q: How will my accounts payable be handled?

A: Payments for purchases from VA made prior to June 24th should be submitted to the VA address you are currently using. If you are a current customer of PGW there will be no change to your payment procedure. If you are a new PGW customer you will be contacted by a PGW representative explaining the steps necessary to open an account with PGW.

Q: How will my returns / credits be processed?

A: All returns for product purchased from VA should be returned to VA and processed before June 24th to receive credit from VA. VA’s current return policy will be applicable to all product purchased from VA and returned to the appropriate VA servicing location by this date.

PGW currently accepts saleable product returns at no charge for up to 14 days from the date of invoice and based on proof of purchase from PGW. PGW will accept saleable product returns up to 45 days from the invoice date with a return fee equal to 15% of the sale price of the product. PGW does not accept returns over 45 days from the invoice date.

Q: What phone numbers will I use to order my glass?

A: Beginning on June 24th please begin using the contact numbers listed below for all ordering and customer service issues.

<i>Main order phone number</i>	<i>888-774-2886</i>
<i>Spanish speaking phone number</i>	<i>888-2VI-DRIO (284-3746)</i>
<i>Order fax number</i>	<i>877-329-2774</i>
<i>Sundry Help Desk</i>	<i>877-320-6060</i>

Orders may be placed online with PGW at www.buypgwautoglass.com. The PGW Help Desk number to assist with online ordering questions is 800-436-0591

Q: How will my service be affected?

A: With the consolidation of the VA and PGW customers your departure and arrival times may change. PGW will communicate any changes to your delivery service by June 24th.

Q: What about will-call orders? ?

A: VA will cease With for auto glass distribution at the close of business on June 23rd. Beginning on June 24th all will-call orders should be picked up at the local PGW warehouse.

Q: Can I still order on VA's order website?

A: *Beginning on June 24th please process all online orders at the PGW website, www.buypgwautoglass.com*

Q: Which warehouse will ship my glass PGW's or VA's?

A: *Beginning on June 24th all deliveries will be made from the local PGW warehouse.*

Q: I have different prices from VA and PGW—which do I refer to?

A: *PGW will be evaluating current VA and PGW prices. Your PGW salesperson will be able to address any pricing issues going forward.*

Q: What are my payment terms with PGW?

A: *PGW will review any differences between PGW and VA terms and communicate any changes to you. All new customers need to complete a credit application and tax exemption certificate to open an account with PGW. Your PGW salesperson can help with the process of opening an account.*