



SERVICE
BEYOND GLASS

SERVICE CATALOGUE

In our ongoing quest for innovation, AGC Glass Europe has become renowned for its extensive product range. To serve you beyond glass, we are constantly expanding our range of services, all of which are designed to help you boost efficiency and gain a competitive edge in your business. This Service Catalogue provides you with a full overview of AGC's services.

Order Flexibility

Service offered	Service description	Service cost
Missing Block (PLF)	<ul style="list-style-type: none"> Less than 10 blocks for 44 T countries Less than 9 blocks for 40 T countries Minimum of 4 blocks** 	€250 / missing block
Multi Product MIX	Delivery of more than 5 different products on the same truck (surcharge as of the 6 th product)*	€50 / additional product
PLF/DLF MIX	Mix of PLF & DLF dimensions on the same truck (PLF stillage)**	€250 / mixed truck
Mixed Block Decorative products (DLF)	Ex-works RDC (Mornimont). Up to 7 different products in 1 block DLF***	€250 / mixed block
Single Sheet (PLF)	Delivery of 1 or 2 single sheet(s) of standard products in PLF****	€200 / single sheet

* Product Catalogue definition; except for Lacobel/Lacobel T/Lacobel Safe(+)/Matelac/Matelac T/Matelac Safe(+). (each back painted subrange family will be counted as 1 product).

** Upon request and/or according to technical limits/constraints. Please check with our Customer Care Centre (CCC).

*** Mixed packs of Lacobel, Matelux, Matelac and mirrors (including Safe(+) version), Lacobel T, Matelac T.

**** Please check the list of available products with our Customer Care Center (CCC).

Flexible Delivery Options

Service offered	Service description	Service cost
Weekend Delivery	Delivery outside opening hours, depending on local transportation rules in transit countries	€250 / truck
Extra Delivery Address	2 delivery addresses for the same truck (maximum distance of 50 km between 2 unloading sites)	€100 / truck

Product Flexibility

Service offered	Service description	Service cost
Non-Standard Dimensions	Non-standard dimensions for float, pyrolytic, coated, mirror, decorative and laminated products	Please refer to our Product Catalogue on www.yourglass.com or contact our Customer Care Centre
Non-Standard Thicknesses	Non-standard thicknesses for float, pyrolytic, coated, mirror, decorative and laminated products	
Non-Standard Compositions	Non-standard assemblies for float, pyrolytic, coated, mirror, decorative products in laminated compositions	

GENERAL REMARKS

Standard weight: AGC supplies only full truckloads, either from AGC plants or from AGC Regional Distribution Centres (RDC), to a single address. Should you need less than one truckload, you can order these through AGC's Local Distribution Centres (LDC) or Distribution Partners. For more information, please contact your Customer Care Centre (CCC) agent.

CANCELLATIONS AND MODIFICATIONS

Standard products only

Orders can be changed without over costs up to 12:00 noon on the day before loading is scheduled at an AGC plant/RDC (Day-1, 12:00)