

WHAT DOES AG SERVICE LOOK LIKE?

At Alluring Glass, we don't aim to be "a vendor." We aim to be a long-term trade partner — one that protects your projects, your clients, and your reputation.

To us, partnership means an unwavering commitment to the builders and remodelers we work with. Below is what that commitment looks like in practice.

PARTNERSHIP & LOYALTY



Unwavering commitment, real give-and-take

- Partnership means an unwavering commitment to you, your clients, and your brand.
- When pricing needs to be adjusted to help meet a project budget, just ask.
- When a project is upside down and you need help protecting the client or the timeline, just ask.
- We understand we must be profitable — and we also make decisions based on the lifetime value of the partnership, not just one job.
- Our commitment is not transactional. We work with you to find solutions that protect everyone involved.

COMMUNICATION & RESPONSIVENESS



You're informed — not chasing

- Quotes are returned within **24 hours** whenever possible.
- Questions are acknowledged quickly, even when a full answer takes more time.
- Communication is proactive, clear, and direct.
- You are never left wondering where things stand.

PRICING, ESTIMATES, & CHANGE MANAGEMENT



Clarity up front, no surprises later

- Estimates are accurate, detailed, and clearly scoped.
- Numbers are honored once work begins.
- Changes are discussed early, documented clearly, and handled professionally.
- Risk is addressed upfront — not pushed downstream.

SCHEDULE & EXECUTION SPEED



We help protect your schedule

- Templating is completed within **24 hours when needed**.
- Scheduling requirements are communicated clearly and early.
- We do what we say we're going to do — and when we say we'll do it.
- When necessary, we adjust to protect the overall project.

PREPARATION & INTERNAL ALIGNMENT



Our team shows up ready

- Crews arrive prepared and knowing exactly what they're there to do.
- Information is aligned across our entire team:
 - Strategic Account Managers (SAMs)
 - Project Managers (PMs)
 - Templaters
 - Installers
- Nothing is "figured out on site" that could have been addressed ahead of time.

QUALITY, PROFESSIONALISM, & BRAND REPRESENTATION



We protect your reputation

- Execution quality improves as the relationship matures.
- Our team acts and dresses professionally in clients' homes.
- Homes are treated with respect and left better than we found them.
- You can confidently put us in front of your best clients – even when you're not present.

WARRANTY & SERVICE



Your client experience stays protected after installation

- When a client reaches out for a warranty or service request, we **schedule the return visit within 24 hours of the request.**
- Service and warranty issues are handled directly, professionally, and promptly.
- Your clients will **never** need to call you saying: *"We can't get your vendor to call us back or return for a service visit."*

RELIABILITY & RISK REDUCTION



We reduce exposure, not create it

- You know what to expect from us – consistently.
 - Our systems reduce dependence on any one individual.
 - We are building a business designed to last, not just survive.
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THE BOTTOM LINE

Builders and remodelers don't need more subs.

They need **fewer, better partners.**

This is the standard we hold ourselves to – and the type of partnership we work to earn.