

## Guarantee

Your new custom made **DECO GLAZE™** colour-coated glass has been manufactured with great care and installed by our trained professionals. We sincerely believe you will not have to use this guarantee but on the rare occasion that you do have an issue we hope to resolve it as quickly as possible.

This document will prove the authenticity of the installation and should be kept for future reference. This guarantee covers the original customer named in our order acknowledgment and is not transferable.

### DESCRIPTION

- DECO GLAZE 'glass products' refers to colour-coated glass supplied and fitted by Deco Glaze Ltd
- DECO GLAZE colour coating carries a conditional 10-year guarantee against delaminating and discolouration

### CONDITIONS

- Cleaning should be carried out as outlined in the accompanying "Care Instructions". Failure to follow these instructions will invalidate the guarantee
- Guarantees apply only where DECO GLAZE Installation Partners have fitted the glass product using recommended materials

### EXCLUSIONS

- Any work carried out on the glass by other trades will invalidate guarantee supplied by DECO GLAZE immediately
- DECO GLAZE accepts no responsibility for any damage due to misuse or neglect of the product after installation
- Any paint that is chipped or flaking that has been created as a result of repeated stress to the painted face of the glass is not covered. E.g.: dishwasher steam, cutlery draw, island chairs
- If DECO GLAZE glass products are cut or drilled in any way all guarantees will cease immediately
- Any delamination to the paint caused by mould growth or improper maintenance is not covered
- Any paint discolouration due to prolonged heat exposure is not covered
- Toughening pips can sometimes be visible on work surfaces at very close scrutiny. These occur during the toughening process and are unavoidable due to the natural effects of heat on the glass. The Glass and Glazing Federation state that these blemishes are acceptable as follows:
  - i. "Obtrusiveness of blemishes shall be judged by standing at right angles to it on the room side at a distance of not less than 3 meters in natural daylight and not in direct sunlight".

We judge any blemishes from a distance of 1.5m these included scratches, bubbles, toughening pips and specs in paint and are considered normal in the glass industry

**This Guarantee only applies to Full Services Installations**

**Mirror products are not included**

**THERE ARE NO GUARANTEES FOR SUPPLY ONLY**