

## Guarantee

All glass products manufactured by **Glass FX Australia Pty Ltd** have a 10 year guarantee on workmanship. We pride ourselves on manufacturing all products to high quality and safety standards as set out by Standards Australia (AS 1288, AS 2047, and AS 4667).

**Toughening:** It is company policy to toughen all glass panels, making all panels five times stronger than annealed glass, and resistant to impact (upon breakage the whole panel shatters into small blunt safety granules). Glass that has been toughened is a comparatively impermeable surface, resistant to heat, acid, humidity, UV and thermal shock. It also resists against flexing at power point cut-outs and avoids the expense of replacing lower grade panels, (usually resulting in colour match difficulties due to different glass batches and paint re-mixing).

**Product Care:** To ensure the surface quality of your glass, correct care, cleaning and handling procedures will be used during its manufacture and installation. Please continue to protect the surface from scratches, by using only non-abrasive cleaning products and cloths. Scratches that are not visible by the naked eye, under natural light conditions are not considered to be defective. The protective coating on painted glass panels also has a coating guarantee, this is subject to normal use and care practices.

**Paint Disclaimer:** due to the limitations of printing processes, printed paint samples may not represent true colour. It is advisable to request a painted glass sample at the time of job acceptance / payment of deposit. Please note: some minor colour variation may occur under environmental circumstances, from samples to finished products, due to lighting, reflections, glass type, size and the glass forming process. Also note: pale colours will not appear "true" on Clear Float, due to its slight green tinge - the only way to achieve true colour is upon low iron "starfire" glass (which is a more expensive product).

**Installation:** The homeowner or another responsible party, is required to be on site at the time of installation. Most projects take approximately two hours to install. Extra time may be required for larger panels or unforeseen complexities. Once installed, please check your Glass Panel immediately & should there be any defects, advise us at once. **Glass FX Australia Pty Ltd** will not accept liability for any damage or defects to glass products, after the installation date.

The cost of installation is included in the overall price, unless otherwise stated. Glass products ordered as "supply only", will be manufactured to your exact specifications, however, **Glass FX Australia Pty Ltd** will accept no responsibility for inaccuracies in the measurements provided.

**Copyright:** All products designed and supplied by Glass FX Australia Pty Ltd are protected by copyright. Should you or your client provide designs or artwork, Glass FX will acknowledge the appropriate copyright owner. If Glass FX reproduces images of completed or installed projects, they will be used for promotional purposes only. Permission will be sought from the purchaser before such use, and copies will be provided on request.

**Insurance:** Upon receipt of goods, insurance for damage to the product is the full responsibility of the purchaser. If payment has not been received in full, liability will not be waived by Glass FX Pty Ltd

## Conditions of Sale

All work will be carried out by **Glass FX Australia Pty Ltd** in accordance with all relevant laws, in an appropriate and skilful way, subject to an accurate site measure, using good quality new materials (suitable for their intended purpose), with reasonable allowance for unforeseen delays. Any Variations will be in writing and in addition to the contract price. See "Guarantee" for workmanship guarantee.

**Glass FX Australia Pty Ltd Terms:** For approved account customers **our trading terms are strictly 30 Days**. Otherwise, an initial 30% deposit is required and payment is due upon delivery of the goods. For projects valued over \$3,300 the Deposit amount reduces to 10% of the Contract Price, and payment plans will be negotiated for the remaining monies on a per project basis.

**Ownership and Title:** Glass FX Australia Pty Ltd will retain Ownership and Title of the goods, until payment has been received in Full. If an account is overdue, **Glass FX Australia Pty Ltd** may: withdraw credit facilities without notice, charge interest at the rate of 5% per 7 days of the outstanding balance, enter upon the customer's premises or job site and remove the goods supplied.

**Time Frames** Glass FX Australia Pty. Ltd. creates custom glass products over a 10 working day period. We will endeavour to produce each project within this period, however do not accept responsibility for factors outside of our control. Each project goes through three processes before installation: **1.** Cutting, sizing, shaping, drilling (+ slumping, textured panels) **2.** Toughening (off site, in a specialized furnace) **3.** Painting, for splashback panels (also off site, through a competent paint specialist). After each stage the glass is checked for defects, should damage occur the customer is advised immediately.

If any product has damage or defects **Glass FX Australia Pty Ltd** will either repair or replace the product. In the unusual event of such an unforeseen hold up, please be patient, your job is important to us and we will rectify the problem as soon as practicable using the most suitable process. In the unlikely event that a situation is unable to be resolved **Glass FX Australia Pty Ltd** limits acceptance of liability to the "contract" value of the goods and services.

**Product Information:** Painted panel colour choices, glass type and texture choices need to be advised at time of contract. Glass FX will not be able to provide your glass within 10 working days without this information. For textured glass panels, it is standard for there to be variations from samples to large panels, as most processes are done by hand. Glass FX accepts no liability for these variations. As each project is customised to a client's specific requirements, any request for exchange or refund will not be accepted by Glass FX.

**Withdrawal from Contract:** The Domestic building Contracts Act 2000, states that Homeowners may withdraw from a contract within a five day "cooling-off" period. The homeowner must give written notice and pay incurred costs (usually \$100 plus any reasonable "out-of-pocket" expenses incurred by the contractor). Please be advised that Glass FX orders wholesale glass within 2 days of acceptance. Please choose your product carefully as withdrawal could include this wholesale cost.

We look forward to doing business with you **GlassFX**