

STANDARD TERMS OF TRADE ACCEPTANCE - Any instructions received from the client for the supply of Goods and Services shall constitute a binding contract and acceptance of these terms and conditions.

PAYMENT TERMS ARE AS FOLLOWS UNLESS OTHERWISE AGREED - Deposits are payable upon request and may vary from 20% at 50% at the discretion of Glasstech WA. Payment required upon delivery/installation or due by date on supplied invoice. All cost of debt recovery, commissions and legal cost will be paid by the client. Note: All jobs that are supply only will require payment in full prior to delivery unless written agreement for other payment arrangements.

INSTALLATION/NOTES - The client is required to ensure that Glasstech WA installers have clear and free access to the work site at all times (blinds and /or window furnishing to be removed by the client), all care taken but no responsibility for any damaged to furnishings if not removed by the client. In the event that Glasstech WA is booked to attend site and cannot perform the required works as the site is not ready, there is no access or the client has not informed us in writing at least 24 hours prior to not attend, a fee may be charged. All care is taken when performing works but no responsibility can be taken for damage to frames unless due to negligence by the installer. Glasstech WA is not responsible for existing fixtures and fittings such as rollers, locks etc. We do not accept any responsibility for thermal breakage in glass. Please note Low-E laminated glass is particular susceptible to thermal breakage.

DEFECTS - The client shall inspect the goods on installation and shall within seven (7) days of installation notify Glasstech WA of any defects, damage or any other failure to comply with the quote. Failure to comply will result in the presumption of the goods being free of any defects or damage. Glasstech WA's liability is limited to replacing the goods or repairing the goods.

CANCELLATION - No refunds for cancellation of orders once production has commenced and client is to pay for any work in excess of deposit received.

CONCEALED PIPES/SERVICES – Glasstech WA does not accept liability for, and cannot be held responsible for, any damage to concealed water and/or gas pipes, heated flooring, ducting, electrical wiring, or other services which may occur as a result of this installation, and the Client indemnifies Glasstech WA for all such damages/costs however caused, including liability to third parties and consequential loss. The Client agrees that it is his/her/it's responsibility to physically mark before the commencement of installation, the exact location of concealed water and/or gas pipes, electrical wiring and other services, and accepts liability for damage caused to any such service arising from inaccurate or incomplete disclosure.

TILES – Glasstech WA will work with utmost care to ensure minimal damage to tiles during installation. No responsibility can be taken for loose, faulty or hollow tiles broken during installation. Glasstech WA will discuss with client if concern regarding tiles stability prior to work commencement. No responsibility will be taken for breakage of tiles while removing any existing fixtures e.g. shower screen, old window framing, etc. Holes not covered by new installations will be filled with white Polyfiller (or similar).

HINGES/LATCHES/FIXTURES/MOVING PARTS – Glasstech WA selects items that are of superior quality for function and durability. All components are installed to manufactures guidelines and are therefore covered under manufacturer warranty. Client will be advised as to the warranty timeframe of chosen components prior to installation, and this is understood as acceptance of warranty.

GLASS SPLASHBACK INSTALLATIONS COLOUR - Colour is to be chosen from the Company's standard range or from the Dulux™ paint mixing range. Due to the variation in the manufacture of glass the colours as shown on the colour chart or sample cannot be guaranteed. Glasstech WA will use its reasonable endeavours to match as closely as possible the finished Product with the colour chart, however the Customer is advised that an exact match may not be possible and cannot guarantee the match. Certain glass types other than Ultraclear have a higher content of iron in them which causes a green effect that changes the colour of the colour coat. The colours on samples are slightly lighter than the finished product as samples allow more light through the edge of the glass thus making the colour lighter. Due to the natural elements in glass, even Ultraclear/Low iron we can cannot guarantee the final colour to match. Samples and colour charts are to be used as a guide and cannot guarantee a precise match to the final colour once back painted and fitted to clients area. Natural light, surrounding and size of glass can change a colour from sample and colour chart considerably.

SILICONE – Neutral, White or Black Silicone will be used to seal the perimeter of glass where possible, otherwise paintable gap filler will be used. All silicone used is under manufacturer's warranty.

POWER POINTS - All power points are assumed to be standard external HPM or Clipsal fittings. If alternative makes are being installed it is the clients responsibility to nominate cut out size and the client assumes responsibility if the cut out is incorrect. Once measure has occurred no changes to power point locations can be made. The removal and refitting of power points must be completed by a licenced electrician.

FITMENT – A plus or minus 3mm tolerance on all dimensions is considered acceptable manufacturing practice when processing glass. On that basis therefore it is accepted that there is an allowable gap (uneven or otherwise) of up to 5mm at each joint and a 3-6mm gap at the extremities of the splashback and between fixed structures. Where panels butt together side by side, all efforts will be made to align each panel as evenly as possible, however given that substrates are regularly uneven across the surface of the face this is not always possible. Therefore the glass can only be fitted in accordance with the deflection in the wall. If upon fitment it becomes apparent that fixtures of any nature preclude Glasstech WA from installing the panel(s) then it will be the Customers responsibility and cost to have those fixtures removed and reinstalled.