



STANDARD WARRANTY

Thank you for choosing Gerry's Glass.

For your peace of mind, Gerry' Glass works and services are proudly guaranteed against defects arising from faulty workmanship or materials for a period of twelve (12) months from the invoice date of the goods. If the product and installation has surpassed the 12 month warranty period, a service call fee will apply. The warranty is subject to the following conditions:

1. Claims on glass defects/scratches and/or hardware defect must be made within 48 hours of installation, any claims made on defects after this period will not be covered by this warranty.
2. All works and services undertaken are in accordance with tender documents specifications, drawings and plans provided unless specified otherwise.
3. The product has been installed in accordance with the relevant Australian Standards and recognised building practices.
4. The product has been maintained in accordance with the Care & Maintenance Instructions.
5. The product has not been subject to misuse, physical abuse or neglect.
6. Manufacturing standards and tolerances are not deemed defects.
7. Gerry's Glass assumes no liability for damage caused by cleaning solvents.
8. Gerry's Glass shall not be liable under this warranty for personal injury, loss, claims, property damage, or labor, material or other costs whether specific or consequential or otherwise, however caused and whether direct or indirect.
9. This Guarantee is limited to the repair or replacement of the faulty product at the company's discretion but does not extend to the installation or refinishing of a replacement product.
10. Only repairs carried out by Gerry's Glass personnel are covered by this Warranty.
11. Claims under this Warranty should be made within one month of the defect arising in the product. Copies of documentation showing the purchase date of the product should be included with your written claim. Gerry's Glass reserves the right to inspect any product which is alleged to be defective.
12. This warranty shall not apply unless Gerry's Glass have received payment in full for the products/services for which the warranty claim is made.
13. This warranty is given exclusively to the original buyer and is nontransferable.

The warranty shall be void in each of the following circumstances:

- Where the glass and/or framing installed is subject to exposure including but not limited to runoff of alkaline, fluoride, and other compounds from surrounding surfaces, or to spattering from welding, grinding, sandblasting, or other sub-trade work, or if the works are damaged by wind-borne debris.
- Where damage caused is attributed to improper usage or unusual treatment, accidents, negligence, willful mishandling, settlement, distortion, warping, failure or cracking of the materials to which the product is mounted or attached, bending or twisting of the support structures, spray from lawn sprinklers or landscape irrigation systems, earthquakes, lightning, fire, flood, wind-borne objects, hail damage etc.
- Damage resulting from excessive stress/strain from movement of the structure.
- Where the glass and/or framing are subjected to improper cleaning including but not limited to abrasive cleaners, strong alkalis or acids, or sharp objects.
- If modifications or alterations are made by others.
- Failure to provide reasonable and necessary maintenance of the works during normal wear and tear.
- Glass breakage, which is not the result of the installation, is not warranted, and under no circumstance will Gerry's Glass be liable for incidental or consequential damages.

As our policy is one of continuous improvement in products, methods and materials, changes in specification may be made from time to time without prior notice.