

Exclusive Limited Warranty Terms & Conditions.

This Limited Lifetime Warranty ("Warranty") is effective as of DECEMBER 6, 2024

PLEASE READ THE WARRANTY TERMS AND CONDITIONS BEFORE PURCHASING AND BEFORE INSTALLING OR RESELLING YOUR GLASS WAREHOUSE PRODUCT. BY PURCHASE, INSTALLING, AND OR RESELLING THE GLASS WAREHOUSE PRODUCT, YOU ARE CONSENTING TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS.

Glass Warehouse, LLC ("Seller") provides this Warranty to the business or individual ("Buyer") who purchases a Glass Warehouse product ("Product") directly from Seller or from an authorized reseller, including without limitation, shower kits, railing hardware, medicine cabinets, and mirrors. If Buyer is a licensed and fully insured professional and Buyer installs the Product in the residence of one of Buyer's customers ("Customer"), Buyer may pass this Warranty through to such Customer. In each case, this Warranty shall extend only to the original Buyer or Customer at the time of installation and shall expire if the original Buyer or Customer no longer owns or occupies the residence at which the Product is first installed. This Warranty will not apply to any subsequent owners or occupants of the residence. "Products" do not include, and this Warranty specifically excludes: (i) any products sold by Glass Warehouse under brand names other than Glass Warehouse; (ii) any third-party products distributed or sold by Glass Warehouse that are not incorporated into a Glass Warehouse Product.

Limited Lifetime Warranty for Glass

With respect to any glass components of the Product, Seller warrants to Buyer that for the lifetime of the Product ("Glass Warranty Period"), that such components (excluding seals) will materially conform to Seller's published specifications and will be free from material defects in material and workmanship. With respect to any Product used in commercial, industrial, or non-residential uses, including without limitation hotels, casinos, and apartments, the Glass Warranty Period is one (1) year. For mirrors, including medicine cabinets with mirrors, the Glass Warranty Period is one (1) year. For glass railings, the Glass Warranty Period is three (3) years. The Glass Warranty Period with respect to the outer coating of any glass component, such as an Enduroshield coating, is five (5) years.

Limited 5-Year Warranty for Hardware

With respect to any hardware components of the Product, Seller warrants to Buyer that for a period of five (5) years from the date of Buyer's purchase of the Product ("Hardware Warranty Period"), that such components (excluding seals) will materially conform to Seller's published specifications and will be free from material defects in material and workmanship. With respect to any

Product used in commercial, industrial, or non-residential uses, including without limitation hotels, casinos, and apartments, the Hardware Warranty Period is one (1) year. For mirrors, including medicine cabinets with mirrors, the Hardware Warranty Period is one (1) year. For railings, the Hardware Warranty Period is one (1) year. The Glass Warranty Period and Hardware Warranty Period are referred to together as the "Warranty Period."

While stainless steel is resistant to corrosion, it is not corrosion or rust-proof. Environmental conditions including, but not limited to, exposure to chemicals, salt air, pollution, and high humidity may cause surface discoloration or rust. Regular cleaning and maintenance is required to maintain the appearance and integrity of stainless steel products. Seller makes no warranty against and shall not be liable for any claims related to surface rust, discoloration, or corrosion of stainless steel components.

Warranty Terms and Conditions

This Warranty shall be voided if the Product (i) has been subjected to abuse, misuse, neglect, negligence, accident, improper testing, improper installation, improper cleaning (such as use of abrasive cleaners), improper storage, improper handling, abnormal physical stress, abnormal environmental conditions, or use or installation contrary to any instructions or guidelines issued by Seller; (ii) has been altered, repaired, or reconstructed by anyone other than Seller; (iii) was installed by anyone other than a fully insured and licensed professional; (iv) was not installed according to Glass Warehouse's published installation instructions or guidelines; (v) is installed or used outside of the US or Canada; or (vi) has been used with any third-party hardware or product that has not been previously approved in writing by Seller. This Warranty shall not apply to normal wear and tear. With respect to Products advertised by Glass Warehouse for outdoor use, this Warranty specifically excludes damage caused by extreme weather events.

WARNING: INSTALLATION OF GLASS PRODUCTS (I.E., SHOWER AND TUB DOORS) BY AN UNLICENSED OR INEXPERIENCED INSTALLER MAY RESULT IN GLASS BREAKAGE, DAMAGE TO PROPERTY, SERIOUS INJURY OR DEATH.

Neither Buyer, nor any other person is permitted to make any affirmation, representation, or warranty other than those contained in this Warranty. Any affirmation, representation, or warranty other than those contained in this Warranty shall not be enforceable against Seller or any other person. Seller reserves the right to modify this Warranty at any time, it being understood that such modifications will not alter the terms and conditions applicable at the time of sale of the products in question.

Please register your information to activate your warranty.
<https://www.glasswarehouse.us/warranty/>

Claims Process and Remedies:

All Warranty claims are subject to review and confirmation by Seller, and Seller reserves the right to inspect the installation to confirm the validity of the Warranty claim. To submit a Warranty claim, Buyer must:

1. Contact Seller's customer service department within 30 days of discovering the defect. Contact information:
Phone: +1 (760) 536-3640
Email: inquiries@glasswarehouse.us
<https://www.glasswarehouse.us/warranty/>
2. Provide the following required documentation: (a) proof of purchase; (b) detailed description of the defect, including photographs; (c) item part number.
3. A customer service representative will review the claim and may request additional information or schedule an inspection of the Product and/or installation. Buyer must cooperate fully with any requests for information or inspection.

Seller shall have no obligation to honor any Warranty claim that does not comply with the above claims process. If a Warranty claim is approved, Seller shall, in its sole discretion, either: (i) repair or replace such Product (or the defective part), in which case Seller shall cover shipping of the repair parts or replacement product; or (ii) refund the price paid by Buyer to Seller for such Product. Replacement parts and products will be covered by this Warranty for the remainder of the Warranty Period of the original Product. Seller may require that the Product be returned to Seller, at Seller's expense. Except for any repairs made by Seller or its representatives as set forth above, Seller shall not pay for labor related to the Warranty claim, such as removal of the defective Product or installation of a replacement product. Seller's warranty obligation shall be discharged upon tender of parts, replacement or repair of the Product. Buyer's refusal to accept the tender terminates all warranty obligations and **VOIDS THIS WARRANTY.**

THE REMEDIES SET FORTH ABOVE SHALL BE BUYER'S SOLE AND EXCLUSIVE REMEDY AND SELLER'S ENTIRE LIABILITY FOR ANY BREACH OF THIS WARRANTY.

Disclaimer and Limitation of Liability:

EXCEPT FOR THE PRECEDING WARRANTY, SELLER MAKES NO WARRANTY TO BUYER WHATSOEVER WITH RESPECT TO THE PRODUCTS AND HEREBY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING ANY (I) WARRANTY OF MERCHANTABILITY; (II) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE; OR (III) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY; WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE.

SELLER DISCLAIMS AND SHALL NOT BE LIABLE FOR ANY PERSONAL INJURIES OR DEATH TO ANY PERSON, INCIDENTAL DAMAGES, CONSEQUENTIAL DAMAGES, LOSS OF PROFITS, LOSS OF USE, LABOR OR MATERIAL CHARGES, OR ANY OTHER COSTS RELATING TO THE USE OR INABILITY TO USE THE PRODUCT OR REPLACEMENT PRODUCT OR RELATING TO THE APPLICATION OF THIS WARRANTY. IN NO EVENT SHALL SELLER'S AGGREGATE LIABILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME STATES LIMIT A MANUFACTURER'S ABILITY TO DISCLAIM CERTAIN WARRANTIES OR LIABILITIES AND THEREFORE SOME OF THE ABOVE DISCLAIMERS OR LIMITATIONS OF LIABILITY MAY NOT APPLY TO YOU.

Warranty Service

To activate your limited lifetime warranty, please visit:
<https://www.glasswarehouse.us/warranty/>



Please register your information within 30 days of purchase to complete the activation of your warranty.

Contact Technical Support:

Monday – Friday 8am – 5pm PST
Technical Support: +1 (760) 536-3640