

# GLASS WAREHOUSE®

## Exclusive Limited Warranty

### Warranty, Terms and Conditions

This warranty is effective as of JANUARY 1, 2019 on all Glass Warehouse product purchases

**PLEASE READ GLASS WAREHOUSE WARRANTY TERMS AND CONDITIONS BEFORE INSTALLING YOUR GLASS WAREHOUSE PRODUCT. BY USING THE PRODUCT, YOU ARE CONSENTING TO BE BOUND BY THE FOLLOWING WARRANTY TERMS AND CONDITIONS**

Glass Warehouse offers the following warranty for its products and components thereof. This warranty extends only to the original owner/end-user for household use only and is not transferable to a subsequent owner. Glass Warehouse reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question. This warranty extends for a designated period of time, so long as the product remains in use in its original place of installation and that the product must be maintained as described in the owner's manual supplied with the product. This warranty applies only to Glass Warehouse® products purchased from an authorized dealer in the United States or Canada.

**Proof of purchase (original sales receipt) from the original consumer purchase must be provided with all warranty claims.** No responsibility is assumed by Glass Warehouse for any special, incidental or consequential damages. **IN NO EVENT SHALL THE LIABILITY OF GLASS WAREHOUSE EXCEED THE PURCHASE PRICE OF THE UNIT.**

Glass Warehouse products must be installed by a fully insured, licensed professional and according to the Glass Warehouse installation instructions and guidelines. Installation of Glass Warehouse product by anyone other than a fully insured licensed professional shall **VOID THE WARRANTY**. Glass Warehouse recommends that such licensed professionals have experience in the installation of bathroom products -specifically glass shower and glass tub doors. Installation of certain products, including, without limitation, glass products (i.e., shower and tub doors) by an unlicensed or inexperienced installer may result in glass breakage and, consequently, may cause personal injury or even death and Glass Warehouse will not be liable.

## **PARTS ONLY WARRANTY – Limited Warranty 3 years**

This warranty is extensive in that it covers replacement of all defects. Glass Warehouse may, at its option, examine and inspect the alleged defective product and Glass Warehouse may request that parts be returned to Glass Warehouse at Owner's expense for factory assessment and inspection. If Glass Warehouse determines product to be covered by the above Warranty, replacement parts will be shipped via ground shipping. Increased costs for expedited delivery, if requested by the Customer, will be the responsibility of Customer. Parts replaced under the terms of this Warranty will be warranted for the remainder of the original warranty period. **LABOR CHARGES AND/OR DAMAGE INCURRED DURING INSTALLATION, REPAIR, OR REPLACEMENT, AS WELL AS ANY OTHER KIND OF ANCILLARY COST, LOSS OR DAMAGE ARE EXCLUDED. Please allow up to 1-3 business days for processing of warranty issued parts. Once warranty replacement parts are shipped, warranty is activated and product cannot be returned for refund thereafter.**

## **SHOWER & TUB DOORS, SHOWER ENCLOSURES GLASS**

Glass Warehouse shower doors, tub doors, and shower enclosures are backed by a Limited Lifetime Warranty. Glass Warehouse warrants the glass of shower doors, tub doors and shower enclosures to be free from defects in workmanship and materials under normal residential use for a period commencing from the initial date of purchase by the owner/ end-user, contractor or builder from an authorized Glass Warehouse dealer for the life of the product as long as the original consumer purchaser owns the home in which the product is installed. Warranty for plastic seal strips, sweeps or any other vinyl components shall be limited to one (1) year. Glass Warehouse does not warrant glass for scratches, chips, water spots, breaking or any other damage after installation.

## **SHOWER & TUB DOORS, SHOWER ENCLOSURE HARDWARE**

Glass Warehouse shower door, tub door, and shower enclosure hardware is backed by a Limited Lifetime Warranty. Glass Warehouse warrants shower door, tub door and shower enclosure hardware (i.e. handles, bath knobs, hinges, clips, brackets, shower rods, 90° corner brackets) **in chrome, brushed nickel, satin brass and polished brass finishes only** to be free from defects in workmanship and materials under normal residential use for a period commencing from the initial date of purchase by the owner/ end-user, contractor or builder from an authorized Glass Warehouse dealer for the life of the product as long as the original consumer purchaser owns the home in which the product is installed. Warranty for any part in **oil rubbed bronze or matte black finish** shall be limited to one (1) year.

Glass Warehouse hereby disclaims all warranties for products sold as dealer or store displays. Glass Warehouse hereby disclaims all warranties for products used outside of the United States or Canada whether expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

## **WARRANTY TERMS**

Glass Warehouse will, at its election, repair or replace the product found by Glass Warehouse in its sole judgment, to be defective within the warranty period under normal residential use and maintenance. The replacement of a product is limited to supplying a replacement product or part (same as existing or if not available, comparable product). Glass Warehouse warranty obligation shall be discharged upon tender of parts, replacement or repair of the product. Purchaser's refusal to accept the tender terminates all warranty obligations and **VOIDS THE WARRANTY**. Cost of freight for returning products to Glass Warehouse for repairs or replacement under this limited warranty are the responsibility of the customer. Cost of freight associated with shipping of replacement product(s) or parts covered by this warranty is the responsibility of the original user. Any product replaced or repaired during the warranty period will be covered only for the remaining period of the original warranty. In no event will Glass Warehouse be liable for costs of repair or replacement of any installation material, including but not limited to tile, marble, etc. **GLASS WAREHOUSE IS NOT RESPONSIBLE FOR INSTALLATION, REMOVAL OR REINSTALLATION COSTS OF ANY PRODUCT REQUIRING WARRANTY SERVICES.**

Any modification or alteration of any Glass Warehouse products will void the warranty. Neither the authorized Glass Warehouse dealer, 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 Glass Warehouse or any other person.

Glass Warehouse product installations must be performed by either a Glass Warehouse authorized agent or a licensed, insured and experienced professional contractor - installations performed by any other party shall void the warranty. This warranty shall not apply to breakage or damages caused by normal wear and tear, fault, carelessness, abuse, misuse, misapplication, improper maintenance, alteration or modification of the unit, as well as chemical or natural corrosion, accident, fire, flood or any other casualty. Improper care and cleaning will void the warranty. Use of cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for hardware finishes, glass or acrylic as they may damage the metal or glass finish of your shower door or shower enclosure and will void the warranty. For additional product maintenance instructions please refer to the product installation manual. Glass Warehouse is not responsible for any issues arising in connection with errors or omissions in information provided on Glass Warehouse or dealers' websites. This warranty does not extend to any non-Glass Warehouse plumbing or components installed by installers, end users or by any party other than Glass War.

**THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BATH AUTHORITY LLC (“GLASS WAREHOUSE”) AND/OR SELLER DISCLAIMS ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. GLASS WAREHOUSE IS NOT LIABLE FOR PERSONAL INJURIES OR DEATH TO ANY PERSON OR FOR ANY DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, INCONVENIENCE, INCIDENTAL EXPENSES, LABOR OR MATERIAL CHARGES, OR ANY OTHER COSTS RESULTING FROM THE USE OF ITS PRODUCTS OR PERTAINING TO THE APPLICATION OF THE PRESENT WARRANTY, OR RESULTING FROM THE REMOVAL OR REPLACEMENT OF ANY PRODUCT OR ELEMENT OR PART COVERED BY THIS WARRANTY.**

### **COMMERCIAL USE AND OTHER EXCLUSIONS**

This warranty excludes all industrial, commercial and business usage. The warranty period for products installed for commercial applications or used in commercial ventures, including but not limited to motels, hotels, casinos, student housing, condos, apartments, and fitness centers, is a one (1) year limited warranty from the date of purchase for shower doors, bathtub doors, shower enclosures and a three (3) month limited warranty from the date of purchase for mirrors, with all other terms of this warranty applying except the duration of the warranty.

### **WARRANTY SERVICE**

**To file a warranty claim the following information is required:**

- Name, address and telephone number
- Product model number
- Brief description of problem (please note that additional information such as photos may be required to fully process your warranty claim)
- Proof of purchase (sales receipt, invoice, etc.)
- PO, Invoice or original purchaser name

**Submit required information by e-mail:** [accounts@glasswarehouse.us](mailto:accounts@glasswarehouse.us)

**Or, contact Technical Support Monday – Friday 8am – 5pm – PST**

**Technical Support: 760-536-3640**