Painted Glass Warranty; July 2023

hglass.au

The following warranty in respect of **hglass** painted glass products, is provided by the following: Interwest Distributors PTY LTD. ABN 53 112 007 511.

1. Warranty Period and Details

Subject to the provisions of this warranty, **hglass** warrants that the product shall, for a period of 7 years from the date of manufacture:

- remain free from visible or visual defects, inclusions or faults which can be seen from a distance of at least 3 meters and is caused exclusively due to the direct result of faulty manufacturing.
- will not suffer peeling or cracking of the coating under normal conditions and usage.

2. Warranty Coverage

This warranty is to be read in conjunction with and is subject to the Interwest Distributors PTY LTD "Terms and conditions of Trade" in force at the time of sale. In the event that the product fails to meet the terms of the warranty set out in section one, **hglass** will, at its option, replace to the original delivery address, the product; or refund the original invoice value of the product to the original purchaser.

3. Conditions

The warranty is further subject to the following conditions

- The buyer acknowledges that the product at the time of delivery was undamaged and free from any defects.
- The installation, cleaning and maintenance of the product is entirely in accordance with hglass recommendations and in accordance with AS1288:2006

4. Reporting and Verification of Product Failure

hglass has the right to establish to its satisfaction that the product defect or failure is in accordance with the above warranty and that all of the above conditions have been met. Any failure of the product shall be reported immediately to **hglass**. If failure of the product is not notified to **hglass** within seven days of failure, the buyer shall be deemed to have waived all rights under the warranty (subject always to the full terms and conditions of trade). Products must not be returned without prior agreement of **hglass**. **hglass** may require the product to be examined on site to determine the cause of the failure. All expenses of claiming in respect of this warranty will be covered by the person making the claim. **hglass** may require documentation supporting the claim provided.

5. Exclusion

The warranty specifically excludes any consequence of glass breakage from any cause other than defective material or manufacture of the product and specifically excludes any consequential liabilities following installation. Additionally this warranty will not cover any damage to the product, or any other loss, which may be sustained as a result of the placement of any other materials on the product by any party other than **hglass** or its authorized representative, or any damage incurred where the product has not been used in a manner in accordance with the conditions of this warranty or the instructions of **hglass**. This warranty does not apply to vinyl-back or externally sourced products.