



Hardware

Limited warranty

Glass King Inc. has a stated warranty policy in place for handling merchandise from responsible manufacturers. Original manufacturers of glass and glass-related products typically provide their own guarantees and warranties on the products they manufacture, including those sold and installed by our firm. These companies generally do not allow other firms to make adjustments, replacements, or provide an acceptance policy for returns or exchanges of any defective or unsatisfactory items. The original warranties on their products supersede that of Glass King Inc and our warranty.

The products and materials sold, offered and provided in the course of our glass business may be subject to the terms and conditions set forth in our other publications. Please contact our office for any questions or clarity. All statements, technical information and recommendations regarding products used in our business and provided to end consumers are based on tests and examinations by the manufacturer that we believe to be warranted and reliable. Our suppliers and distributors may warranty any hardware or material which is proven to be defective upon inspection within thirty (30) days of the date of receipt of such product or material that is claimed to be materially defective.

Glass King Inc and its suppliers, distributors or manufacturers are not responsible, and will bear no additional costs that include, but not limited to, the labor for hardware replacement.

The Glass King Inc warranty is not transferable to any other party and is valid only to the original purchaser or buyer. In the event a property is sold any warranty provided by Glass King Inc is immediately null and void.

Hardware issues, installation problems or material defects should be reported to Glass King Inc immediately. Buyer is obligated to report defects or complaints to the company within 24 hours of job completion. It is the obligation of the customer to inspect any problems with our products or installation, regardless whether an official from Glass King Inc has accompanied customer on a walk thru or final inspection. Buyer is encouraged to accompany a member of our team on a final inspection/walk thru but said final inspection is ultimately the responsibility of the buyer.

Claims Procedure: Any warranty claim must include proof of home ownership with precise details of the defect, along with a copy of the original invoice. There will be a non refundable \$49.00 measure trip charge/inspection fee to determine what is needed to service/repair products that are potentially covered under warranty.