

SHOWER DOOR TERMS & CONDITIONS

Installations and Repairs.

Studio Glass Miami objective is to design and install your unit with a “tight as possible” installation. Due to circumstances out of our control, glass cannot conform to bellies, bows and uneven tile or poor workmanship performed by tile contractors. SGM will not be responsible for any structural integrity of the wall or any other mounting surface. SGM will not assume any responsibility for cracked surface material due to installation or removal of existing enclosures. All units require hole drilling in tile, marble, granite and in some cases notching of bull nose or decorative border tiles. Also, on occasion we need to drill into cast iron or fiberglass tubs to safely secure the unit. With glass tiles SGM may recommend drilling through grout lines only to secure enclosure. Glass tiles as well as porcelain and ceramic will on occasion crack while drilling. Studio Glass Miami will not be held responsible to repair or replace any tiles that break due to normal drilling. Any tile or surface damage that may result in the removal of an existing unit or upon an installation of a new unit is to be corrected by the purchaser at his/her expense. Shower bases/tubs with an incorrect pitch can cause water damage. Incorrect pitched sills may drain water onto the outside floor. A threshold or dam will be installed by SGM under any door where the curb is pitched wrong or off level towards the outside of the enclosure. If purchaser refuses this threshold upon the initial installation, SGM will charge a service fee at a minimum of \$150.00 to go back and install one after the initial installation has occurred. Opening door outward can cause water to drain down onto the bathroom floor. Correctly built stalls following quality construction will eliminate most of the above problems. Although the doors and enclosures are manufactured to fit given sizes, there may be steam or water leakage, especially in a direct spray situation. The purchaser is to take into consideration the positioning and aim of the showerhead(s), water pressure, body sprays and any detachable shower sprayers. Please keep in mind a frameless shower is made to deflect water, not retain it. All glass will be centered on curb or tub, unless otherwise specified in writing by SGM or purchaser. Glass hinged doors swing in and out unless layout of opening dictates otherwise.

SGM will assume no liability due to unforeseen conditions such as drilling into pipes that are hidden behind walls where drilling is necessary. SGM requests that the contractor or homeowner notifies SGM prior to drilling if a pipe is in the area where a hole is needed. SGM will redesign and work around a pipe if notified prior to design and installation.

All drawings done by SGM are not to scale and sizes shown on estimate are not exact.

All handles, hooks and towel bars will be installed at our standard height unless otherwise instructed by purchaser and put in writing on proposal or invoice. Towel bars and hooks are optional and will be at purchaser’s request and must appear on the signed proposal or invoice.

All of our shower doors and enclosures are custom made specifically for your opening(s) specifications and yours only. Once you sign off on the estimate and pay your deposit no alterations can be made.

Units without a header may appear flimsy and can create movement or flex while opening and closing door. Notching of decorative protruding tiles or structures may be done by our installers and SGM will not be held responsible for any leaking, damage, breakage or flaws due to the process. SGM will not be responsible for any structural changes after final measurements have been taken. All additional manufacturing and material costs due to alterations will be charged to the purchaser. All defects in the glass and hardware such as scratches, chips, etc., must be acknowledged within 24 hours of installation and purchaser must email all photos of said defects to SGM. Small hair like scratches are common, as well as "dot like" spots embedded within the glass. You, the purchaser, acknowledge that these flaws may be visible at any time, especially when there is a window inside the shower or room.

Removals.

If SGM must remove an existing enclosure, SGM will not be held liable for any damage to walls, tiles, furniture, or any other items in the bathroom while removing the enclosure. SGM will attempt to cover existing holes that were hidden behind the old existing framed enclosure. Due to conditions & configurations, as well as thickness differences from the larger framed metal enclosures to the thinner frameless glass enclosures, SGM will not be responsible or be expected to cover or fill these holes that were originally drilled to support the old unit. After removing existing framed enclosures, you may see discoloration or stains on tile, cultured marble, marble, granite, etc. which are common. SGM will not be responsible for removing any such stains after removal. SGM will dispose of the old enclosure at the purchaser's request at the time of removal.

Glass.

Glass is a man-made product. Every piece of glass contains various types of flaws or blemishes, which could be visible to the naked eye. Even the best glass available in the market may contain minor defects. The federal government mandates that no defects should be visible in the glass when it is viewed vertically or horizontally from a distance of 11 feet away under normal lighting conditions. All of our glass meets or exceeds these standards set forth by the federal government. The remaking of any glass due to normal blemishes will be based solely at the discretion of SGM and based on using industry standard tolerance levels. Warping of glass is common and may occur during the tempering process. This will remain within the accepted tempering association's guidelines. Specifications are only available upon request from the purchaser.

The glass manufacturing industry and SGM have an accepted cutting tolerance level so all glass sizes can vary plus (+) or minus (-) up to 1/8". If your glass is within these tolerance levels SGM will not be responsible for any remakes of new glass whatsoever. Vertical gaps on doors may vary from 1/16" to 3/8" depending on the configuration. All pivot or wall mounted doors will typically have a 3/8" to 1/2" gap on top and bottom. Vinyl seals are available free of charge only at time of purchase or installation. After time the vinyl seals may discolor or deteriorate. These seals are considered a Wear and Tear Item and will not be replaced by SGM unless paid for by the purchaser. If the purchaser wants SGM to deliver and install such seal (s), the purchaser will also be responsible to pay a minimum service fee of \$150.00.

All glass has a greenish hue or tint due to the iron content in the glass. This greenish hue can vary due to the size and thickness of the glass. Low iron glass has a lesser greenish hue and can also vary due to the size and thickness of the glass. Shower enclosure glass is required to be tempered. Tempered logos may appear in any corner of the glass. If the purchaser does not want tempering logos, they must notify SGM in writing prior to the fabrication of the glass.

Mirrors.

Gap tolerances between glass-to-glass or glass-to-wall may vary between 1/16" -1/4. Aluminum profiles and fillers are available free of charge at the initial time of installation, otherwise, the customer is subject to a service fee charge.

Warranties and Maintenance.

All warranty claims are subject to inspection by SGM.

If any hardware fails or discolors within one year of the initial installation or receipt of goods, it will be replaced at no charge to the purchaser. If any hardware fails or discolors after a period of one year of the initial installation, there will be no charge for the hardware however the purchaser will pay a small service charge at a minimum of \$200.00 depending on the length of time to repair and the location of the jobsite.

Hard coat finishes on hardware may vary from selections due to materials used. Hardware is made of brass and headers are made of steel and aluminum. Finishes may vary from time to time or have a different shade due to the use of different materials used per application. This is to be expected and not covered under warranty.

Never use an abrasive cleaner such as (Comet or similar) on our hardware. Many of the components are coated with clear lacquer that will be damaged if subjected to harsh, abrasive chemicals. Drying the hardware with a clean, soft towel on a daily basis is the best way to maintain it. If mineral deposits form on the hardware, mix a couple of drops of liquid soap into a cup of warm water. Clean the hardware using a soft nonabrasive cloth, rinse thoroughly with clean warm water and dry.

Due to the inherent nature of brass, SGM does not warranty any polished brass finishes.

If any hardware or glass becomes loose or needs adjustment within one year of the installation by SGM we will repair it at no charge to the purchaser. After one year the purchaser will agree to pay a minimum service charge of \$200.00 depending on the length of time to repair and the location of the jobsite.

SGM warranties leaks on its installations around fixed glass panels only for a period of 90 days. If a leak occurs after a period of 90 days, the purchaser will be subject to a minimum service fee of \$200.00.

SGM is not responsible for any mold growing on silicone caulk or tile. Mold can occur from unclean areas or stagnant water.

Production Time.

Studio Glass Miami production times is just an estimation. Delays may occur and the fabrication process may take longer than expected. The customer will be contacted to schedule the installation as soon as the custom order arrives at our installation.

Appointment Cancellation /Rescheduling policy: All appointments must be performed during normal business hours, Monday -Friday 9:00am-5:00pm. A 48-hour notice is required when changing or cancelling an appointment. If an appointment is missed or canceled without a 48-hour notice, the customer is responsible for a \$100 rescheduling fee.

Without a doubt, it would be a great pleasure to be able to assist you both the building of your new space. All your requests will be attended to and put into action. As I am sure you already know, you can count on my commitment 150% and I will try my very best to make this project as stress free and, most of all, as enjoyable as possible. Thank you so much for considering me in this project. If you have questions concerning any of the information presented here, or should you have a concern or questions at any time during the Project, please call me. If you agree with the terms of this Agreement and would like us to begin the Project, please sign below and the Statement of Work, and return them to me along with your retainer.

Deposits and Payments

70% Deposit is required upon signing a contract and invoice to start production.

30% Final Balance is required upon completion.

Accepted by.

Date.

According to Florida's Construction Lien Law, states that those who work on your property or provide materials and services o your home and are not paid in full have the right to enforce their claim for payment against your property. This claim is known as a Construction Lien. If a lien is filed against your property, then your property may be sold against your will to pay for labor and materials that you or your contractor may have failed to pay. Even if you have paid your contractor in full, if your contractor has failed to pay us, a Lien must be filed against your property and we may look to your property for payment. If a lien is to be sent, the customer also takes the responsibility of the Lien cost and which so will be added to the owed balance.