

TERMS & CONDITIONS



Estimates

Quotes are estimated costs for all material and labor based upon the sizes provided. Quotes are valid for 14 days. Quoted price is subject to change based on actual job site conditions. We do our best to determine as many of these potential conditions prior to our arrival so we provide an accurate quote. Any change of design or layout of a previously discussed project will change the original cost quoted.

Current lead times are 14-20 days from order to install. These lead times can change from time to time so it is recommended to check with us when placing the order to get an idea of current lead times during that time period.

All projects will require a signature on the quote or estimate, and returned back to us in order to proceed. This signature assures us that you have read all pertinent information, and are in agreement with the order process. We also require a 50% non-refundable deposit during final measurements.

There is an \$85.00 in home measure/ design consultation fee. If a deposit is received during our visit this fee is waived, or credited towards the bill. If there is a change to design/layout after we have already come out for final sizing, and a return trip is required there is an additional charge of \$45.00.

Payments

Full payment of the balance due is required at the completion of the installation. If you or an authorized individual will not be present at time of install we ask that you make arrangements to submit payment prior to our arrival.

If final payment is not made upon the completion of the installation there will be an additional charge of \$65.00 added to the final invoice. There will be an additional charge of \$10.00 per day thereafter until final balance is paid in full. If you will not have the funds to pay our installers at the end of the job it is recommended that you schedule the installation at a time when you will have access to funds for the final amount due.

Please make all checks payable to Freedom Glass and Mirror.

We also have the ability to send a payment link. This will allow you to submit payment without being present. Payment can be made via bank transfer or by credit card. Credit card payments will incur a 3% processing fee.

Description of Work

Work required which is outside the scope of what was quoted will not be performed by our installers. Please make prior arrangements to have said work performed by others. Any fixtures, furniture, or the like that will prevent our technicians from installing the glass and metal for your project must be removed prior to our arrival. If we arrive at the job site and cannot perform the work specified due to neglect of having these obstructions taken care of, and a return trip must be scheduled, there will be a return trip charge of \$115.00 added to the balance due.

Orders & Products

We use quite a few suppliers and vendors. Different manufacturers and vendors have varying lead times. These lead times are subject to change, and are out of our control. Lead times can change due to vendor, product availability, and factory conditions. Seasons and time of year can affect these lead times as well.

Many bathroom fixture suppliers/manufactures have similar product finishes, and names. The Glass industry does not have as wide a variety of finishes available. We will do our best to match your finishes as closely as possible. We cannot guarantee an exact match to your product finish, as we are limited by what is available to us.

Some hardware products are manufactured using solid brass where as other parts are made from aluminum, or steel. Due to the difference in metal type and plating process, the same color can vary in appearance due to the base material. Lighting conditions can also cause the finished material to appear slightly different in shade/color.

All shower enclosures are custom measured, fabricated, and installed. We do not use any standard sizes or stock items. This means that a glass panel that is ordered for your specific space will fit your space only, and cannot be repurposed for another installation. Since every piece of glass is custom made, there are no returns or refunds on custom orders. Before placing your orders and submitting your deposit for order processing please make sure you are comfortable, and confident in your decision.

All frameless glass panels are tempered to meet safety requirements. Once a piece of glass is sent through the tempering furnace it cannot be altered. This tempering process can sometimes cause a glass panel to bow or bend. There are certain industry tolerances for this occurrence which we have no control over. Due to these bows or bends not all glass panels will line up exactly perfect 100% of the time. While installing these panels we due our best to make all pieces line up as best as we can.

Glass is a man made product and can have minor imperfections while produced in the factory. All glass is inspected and undergoes visual inspections for quality control. By the time we receive the glass it has been cleared and deemed acceptable within industry standards and tolerances. Industry standards state that all glass products are to be viewed from a distance of 10". Standards also state that glass products are to be viewed in neutral/natural lighting conditions, as opposed to direct light. If imperfections and blemishes are still visible in these conditions it may be grounds for a remake of that panel.

Industry Recommendations/Guidelines

It is recommended that newly installed shower enclosures remain dry for 24-48 hours after installation. This allows the silicone time to properly cure and adhere to the glass and tile.

It is suggested that glass shower panels over 40" in width, or 84" in height be made using 1/2" thick glass. Oversized panels made from 3/8" glass have a greater tendency to bow/bend during the tempering process.

It is not recommended to use any harsh chemicals or abrasive cleaners to maintain your shower enclosure. Many of these products can scuff/scratch the glass surface as well as create discoloration of the hardware products and silicone sealant. We cannot warranty against these results as we are not there to monitor what products you or your cleaning crew are using.

Mirrored panels over 60" in width and/or height are subject to distortion. This visual effect is enhanced if the mounting wall is bowed or has dips in it. Mirrors can have imperfections in the surface. Glass and mirror is meant to be viewed/inspected from a 10' distance and in natural light. Some imperfections are well within industry standards.

Warranties

All shower enclosure installations come with our Limited Lifetime Craftsmanship Warranty. This warranty is void if the product is used in any fashion other than its intended use. This warranty is non-transferable from the original purchaser.

Protective coated products come with a manufacture warranty separate from the installation warranty. Any and all issues with the coated product should be addressed directly with the manufacturer of that particular product.

Installations often require drilling into tiles and stone products in order to mount hardware. There is no guarantee against cracking or breaking of these products. Cracks and breaks are often caused by improper installation of said material. Although this is a rare occurrence it can happen. If this happens our technicians will stop installation and notify the client. If repair or replacement is necessary it is the customers responsibility to arrange for the tile to be replaced.

Glass tiles are more highly prone to cracking/breaking. It is highly recommended that glass tile not be used anywhere a glass panel may be mounted.

If you have any questions or concerns regarding any of the above terms please feel free to contact our office directly.

By signing your estimate and offering your approval you are confirming that you have read and understood the terms and conditions outlined above.

If you are early in the design/build process of your job feel free to contact us with any design questions. This may help you to avoid potential issues when it comes time to design your new custom enclosure.

SIGNATURE

DATE

By signing and submitting a deposit for order processing you are confirming that you have read and understand the above listed terms. If you have any questions please feel free to contact us directly.

Thank you for your trust in us! We appreciate the support and your business!

