



TERMS AND CONDITIONS

PAYMENT PROCESS AND TIME

At **Sky Glass**, we are committed to providing high-quality services in glass and mirrors. Our payment terms and conditions are detailed below:

PAYMENT TIMES

- 1. 50% down payment:** An initial payment of 50% of the total project is required to start the work and order the necessary materials.
- 2. 50% at the end of the work:** A final payment of 50% of the total project is required at the end of the work and deliver the project satisfactorily.

TERMS OF PAYMENT

- All payments must be made in the name of Sky Glass.
- Payments can be made by check, bank transfer or through the QuickBooks platform.
- It is important to keep in mind that our suppliers offer us special discounts for being frequent customers. To maintain these discounts, it is essential that all payments are made according to the established terms and conditions.



MIRROR AND GLASS WARRANTY.

1. DUTIES AS A CUSTOMER:

- Inform our staff of the place where you want the mirror or glass to be installed.
- Although we have tools that help minimize the risks of damaging pipes and electrical points, it is the customer's responsibility to report if there are electrical or water connections in the area where it is going to be drilled. We cannot be held responsible for damage that may occur if this information is not provided in advance, since the installer has no knowledge of the location of the internal electrical pipes or installations of your home.
- For electrical installations, there must be a 120 V electrical point available.
- Report on the distance of the electrical point closest to the location where you want to install the mirror.
- It is important to have a minimum time of 1 hour available for installation.
- If the wall where you want to install is in drywall, you must inform in advance.

2. RECOMMENDATIONS FOR THE CARE OF THE MIRROR AND GLASS:

The mirror is a delicate product that requires special attention during transport, installation and cleaning. Regardless of the packaging or frame, it must be treated with great care.

Installation: The mirror must be installed in dry places, on flat and clean surfaces, and in well-ventilated areas.



Cleaning: Mirror cleaning should be done with a soft, damp cloth, followed by a dry one. It is recommended to make circular movements and make sure to dry the mirror completely to prevent it from getting wet.

Drying of edges: The edges of the mirror should always be dried, since leaving moisture can cause oxidation and stains.

Cleaning products: Glass cleaners, alcohol, hypochlorite, vinegar, detergents, or any product containing ammonia, acids or alkali should not be used, as they can stain the mirror in the short or long term.

Beware of chemicals: Pay attention to household cleaning products, as they can release chemical vapors that damage the mirror.

Avoid moisture: It is essential not to expose the mirrors to humidity. Make sure there is good ventilation, especially in bathrooms, where humidity is more common.

Mirror glue: For installation, special silicone for mirrors must be used. Never use conventional silicone or for glass.

Tolerance in measures: According to the standards and regulations, mirrors have a tolerance of **1/4** and glasses have a tolerance of **3/8** & **1/2** with respect to the agreed measures.



3. GUARANTEE POLICY

It is important to keep in mind that both the mirror and the glass are delicate items that can present damage such as scratches, breaks and, sometimes, stains. These problems are not always attributable to poor product quality; in most cases, they are caused by external factors, such as humidity, chemical vapors from agents such as hypochlorite, ammonia and detergents, as well as inadequate handling.

When placing the order, the customer accepts that small natural imperfections inherent to the type of material, such as scratches, bubbles and variations in size, may occur. These imperfections have a tolerance level according to the regulations and technical standards for mirrors and glass, and should not be interpreted as defects.

It is important to take into account the most frequent tolerance levels in glass and mirrors are:

- **Measurements:** **1/4** mirror and **3/8 & 1/2** glazed.
- **Scratches:** Which are visible from one meter away.
- **Bubbles:** Which are visible from one meter away.

3.1 PLEASE NOTE:

Prices: Prices may vary without prior notice and only those that have a current quote will be maintained.

Customized products: These go into production once the agreed advance has been made. If your product is customized, keep in mind that, once the design is approved and transferred to production, any change will have an additional cost, which will depend on the degree of progress of the initial design.



Delivery times: Delivery times will be informed by the commercial, since they are subject to the chosen design.

Product images: The mirrors shown on the internet are set up and may have slight variations due to the light and angles used to take the photos.

Warranty of electrical parts: The electrical parts of the mirror are not guaranteed.

Installation recommendations: For the installation of mirrors with LED light, a 120-volt electrical point is recommended. The installation should not be carried out on materials that absorb moisture or in humid environments.

Returns: If you need to return the product, it must be in good condition, not have been used or handled, and must keep all its original seals, labels and packaging.

Responsibility: When contracting a service with us and if you already have a previously purchased product, Sky glass is not responsible for damages that may occur, neither in the product nor in any movable or immovable property.

Warranty time: The warranty time for mirrors and glass is 60 days, counted from the delivery of the product. The warranty does not cover, under any circumstances, bad handling, scratches or breaks that occurred after delivery.

Receipt of the product: If when receiving the mirror or glass it is scratched or broken, and exceeds the established technical standard, you must not accept the product and must proceed to make the return immediately with the personnel who are installing it or with the carrier.

Acceptance of the product: After installed or received the product in accordance by the customer, not is responsible for damages or defects that were not informed at the time of delivery.



3.2 IN FACILITIES

The electrical installation always includes the connection to the nearest electrical point by means of a plastic gutter. Our staff has the technical capacity to perform the installation in other ways (by existing pipes or by bargaining), but this must be informed in advance before installation, since this service has an additional cost. If this service is not informed and required, an additional charge will be charged.

If necessary, the wall is resaned with stucco; however, under no circumstances do we paint the wall. This service has an additional cost. We do not make electrical adaptations other than the connection of the electrical point necessary for the installation of the mirror. Likewise, we do not make adjustments to the wall, which must be in good condition at the time of installation. In case of breaking the wall, only the resane with stucco will be carried out.

4. FOR A GUARANTEE TO BE EFFECTIVE, THE FOLLOWING ASPECTS MUST BE TAKEN INTO ACCOUNT:

Evidence: It is essential to take photos and videos as evidence of the problem.

Notification: Immediately notify the company through the email SKYGLASSFL@GMAIL.COM or WhatsApp 954-549-5542 to process your request.

Product return: If a return is made, the product must be delivered as it was received, with all its original stamps, labels and packaging.

Response time: In case of applying the guarantee, the company undertakes to provide a solution within a period of no more than 15 business days. Depending on the case, a partial, total repair or product change will be carried out.



5. HOW SHOULD I CLEAN MY BATHROOM DIVISION??

- Clean the hardware weekly with a clean, dry cloth. Do not use to clean liquid hinges that contain: acids and others because they damage the protective layer of these and stain the hardware if they are made of steel.
- Clean the glass with a glass cleaner by applying on the cloth and not on the glass directly, the cloth must be soft to avoid scratching on the glass.
- Apply monthly lubricant as oil 3 in 1 on the hinge bushings.
- Wash both sides of the glass with water or you can use a mixture with soaps or glass cleaning liquids.

The use of highly acidic and alkaline products is prohibited, as well as abrasive products and among others that contain hydrofluoric acid or fluorine derivatives, since they can destroy the layer and surface of both glass and hardware. The preservation of this product depends on the correct cleaning and maintenance that gives to the hardware and glass. Be especially careful not to use when cleaning your windows with rags or materials that are greased.

6.¿HOW DO I MAKE MY GUARANTEE EFFECTIVE??

Keep the following steps in mind:

- Contact the commercial advisor or the point of sale where your purchase was made.
- Have your invoice at hand since you will be asked for some specific data found in it.



- The commercial advisor will inform the area in charge about your guarantee.
- SKY GLASS will provide you with trained personnel to carry out all activities that result from this guarantee.

Note: The response time regarding the warranty is a maximum of 8 business days.

7. WARRANTY EXCLUSIONS

- The Guarantee does not cover mistreatment, scratches and/or breakage of glass, made of nature (earthquakes, floods, landslides).
- Accidents not related to the product such as fires and impacts of objects or blows on the product that cause its breakage.
- Scratches, discoloration or stains by using abrasive, sharp and/or acidic elements.
- Damage caused by third parties Use and / or improper maintenance, Repair and / or change of the product when it has been manipulated by personnel not authorized by **SKY GLASS**.
- When the customer accepts the installation of the product without having the appropriate environmental conditions.
- Deterioration of silicones used for installation since its durability depends on the use, maintenance and ventilation of the spaces.

We hope this information is clear and useful. If you have any questions or concerns, don't hesitate to let me know.

JHONIER MARQUEZ MAECHA

SINCERELY: JHONIER MARQUEZ
PRESIDENT SKY GLASS