



Distinguished Glass, LLC
750 Old Spanish Trl
Slidell, LA 70458
(985)643-2055
www.distinguishedglassla.com

Distinguished Glass Terms & Conditions

Quotes

All quotations provided by Distinguished Glass are valid for thirty (30) days from the date issued unless otherwise stated. Pricing, product availability, and lead times are subject to change after the expiration of the quotation.

Custom Orders & Lead Times

Most custom glass products are manufactured specifically for each order. Estimated lead times are provided as a courtesy and may vary depending on product availability, manufacturer production schedules, shipping delays, weather conditions, or other circumstances beyond our control.

Distinguished Glass will make every effort to keep customers informed of any significant delays and will schedule installation as soon as materials become available.

Deposits & Payment

A non-refundable deposit of fifty percent (50%) of the total contract amount is required before materials are ordered or production begins.

The remaining balance is due upon completion of the installation or delivery of materials unless otherwise agreed to in writing.

Customers paying the remaining balance by cash or check at the time of installation may qualify for any applicable payment discounts offered by Distinguished Glass.

If payment is not received upon completion, Distinguished Glass reserves the right to charge the remaining balance to the credit card authorized and maintained on file.

Credit Card Authorization

By providing a credit card for your order, you authorize Distinguished Glass to securely retain your payment information and charge any remaining balance due in accordance with these Terms and Conditions if payment has not otherwise been received.

Order Acceptance

Payment of the required deposit constitutes acceptance of the proposal, these Terms and Conditions, and any specifications outlined within the estimate or contract.

Cancellations & Order Changes

Requests to cancel or modify an order must be submitted within twenty-four (24) hours of acceptance.

Because many of our products are custom manufactured, orders may not be canceled or modified once production has begun. Any costs incurred by Distinguished Glass prior to cancellation remain the responsibility of the customer.

Delivery & Installation

Customers are responsible for providing safe, clear, and reasonable access to the installation area.

Additional labor, delays, or expenses resulting from inaccessible work areas, concealed conditions, structural issues, or other unforeseen site conditions may result in additional charges.

Distinguished Glass is not responsible for delays caused by manufacturers, suppliers, shipping carriers, weather events, or other circumstances beyond our reasonable control.

Product Warranties

Many products sold by Distinguished Glass include warranties provided by their respective manufacturers. Warranty terms, coverage periods, and limitations vary by product and manufacturer.

Manufacturer warranties cover only those conditions specifically identified by the manufacturer and are subject to the manufacturer's inspection, approval, and warranty policies.

Distinguished Glass does not create, modify, or extend any manufacturer's warranty and cannot guarantee the outcome of any manufacturer's warranty claim.

Customers requesting warranty information for a specific product may obtain copies of the applicable manufacturer's warranty upon request.

Labor Warranty

Installation workmanship is covered under the Distinguished Glass Labor Warranty, which is separate from any manufacturer's warranty. The terms and conditions of our Labor Warranty are provided separately and are incorporated herein by reference.

Inspection & Damage

Customers are encouraged to inspect all products upon completion of installation.

Once installation has been accepted, Distinguished Glass is not responsible for damage resulting from misuse, abuse, accidents, impacts, improper maintenance, acts of nature, or alterations performed by others.

Any concerns regarding workmanship or product condition should be reported promptly, so they may be evaluated.

Limitation of Liability

Distinguished Glass shall not be liable for delays, incidental damages, consequential damages, or losses resulting from manufacturer defects, shipping delays, supplier issues, weather events, acts of God, or circumstances beyond our reasonable control.

Our responsibility is limited to the repair or replacement obligations expressly stated in our Labor Warranty and any remedies provided by the applicable manufacturer under its warranty.

Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the State of Louisiana.