

## Northside Glass Limited Warranty

### What This Warranty Covers

Northside Glass warrants to the original purchaser that except as provided below, materials provided by it will be free from defects when installed and labor provided by it will be free from defects in workmanship. This warranty is for a period of one year. It is a condition of this warranty that Northside Glass be paid in full.

### What This Warranty Does Not Cover

By purchasing a product from Northside Glass, the terms expressed in this warranty are accepted by purchaser in lieu of all other warranties expressed and/or implied, including but not limited to the implied warranty of merchantability and workman like construction and the implied warranty of fitness for a particular purpose.<sup>1</sup> No information or advice provided by Northside Glass employees, agents, distributors, or dealers will in any way increase the scope or duration of this warranty. This warranty specifically does not cover glass table tops or warrant against leakage of shower enclosures. Any imperfections perceived to be product defects by purchaser that are otherwise allowable under industry standards for the product are not covered by this warranty. Purchaser acknowledges and accepts that any product defects and/or imperfections resulting from defects, composition, type of construction or building method, or irregularities in the mounting surface or area of the structure where the product is to be installed will not be covered by this warranty. This warranty does not cover damage to the products resulting from improper care, abuse, accidents, or acts of God. Exact placement and fit of products at specific locations, centering or otherwise may be modified, varied, or changed by the installer at the time of installation. Material is not safety glazed material unless so marked, and it is sold with the understanding that it will not be glazed in a “hazardous location” as defined by the Consumer Product Safety Commission. For Insulated unit and glass installation existing sashes and window stops will be re-used. Northside Glass is not responsible for touch-up painting that may need to be done after repairs are made. Although care will be taken to prevent it, Northside Glass will not be held responsible for any runs, chips, cracks, mars to the wall, or any other damage to purchaser’s property or the property on which the product is installed unless damage results from the gross negligence of Northside Glass. All other products and services not expressly included in this warranty were intentionally excluded and are not covered.

### Important Information or Care of Product and Qualification

#### Glass

Please be careful of weight placed on the glass. A cutout in the glass can lead to a crack with excessive pressure.

Starphire and other brands of “Low-Iron” glass are designed for clarity looking through the sheet, not the edge. The thicker and larger the piece of low-iron glass, the darker the edge becomes.

#### Mirror Conditions

Mirrors can never be totally perfect. Under close scrutiny, irregularities can sometimes be detected. These originate in the manufacturing process, and are allowable under industry standards.

These acceptable variances include:

- Hairline face and back scratches
- Pin head bubbles or seeds
- Black edges
- Light rub marks

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<sup>1</sup> Some States do not allow limitations on how long an implied warranty last, so the above limitation may not apply to you.

- Light discoloration
- Light digs or bruises

The buyer acknowledges that due to defects, composition and different types of construction/building methods of walls or otherwise, the space left on the sides to bottom on walls is unavoidable. Further, these irregularities in the mounting surface can produce some reflective distortion. On free form cuts around curves, railings, notches, etc., mirrors are cut as snug as possible, but gaps are necessary to relieve pressure on mirrors.

#### Mirror Cleaning & Care

Mirrors are easy to care for but they require proper cleaning to keep their surfaces new and gleaming. Never use an abrasive cleaning material that can scratch the glass. Avoid using strong solutions containing solvents for tar, grease, etc., or products containing ammonia. Be careful not to get the back of the mirror wet. Moisture can cause silver spoilage, which produces black spots on the mirror face. We do recommend cleaning with a micro fiber cloth.

#### Insulated Glass Units

For insulated unit installations we will re-use all existing stops. No painting will be performed by Northside Glass. Reasonable care will be taken, however we are not responsible for damage to customer's stops or wood trim as they can become brittle or rotten over time. Caulking will be applied if and where needed to repair window stops damaged during repair. Manufacturing standards on Low-E insulated glass units change, therefore a replacement insulated unit might have a slight variance in Low-E color. On standard insulated glass units, Northside Glass will honor the manufacturer's five (5) year materials warranty.

#### Shower Glass

Shower enclosures are not water tight. There is no warranty against leakage on shower enclosures. The installation may require drilling into existing support walls due to variations in wall surface. The integrity of your surface cannot be guaranteed. Therefore, Northside Glass will not be responsible for any runs, chips, cracks, or mars to the wall surface resulting from the mounting process.

We recommend that the buyer squeegee off excess water after each shower. This is an effective way to prevent spot and mineral residue from adhering to the glass surface. Please read the label of any cleaning products to see if they can be used on aluminum.

#### Duration of the Warranty

This warranty shall last for a period of one (1) year from the date of the installation provided by Northside Glass. However, if the installation or any other work performed by Northside Glass with respect to the product is modified by anyone other than Northside Glass, this and any other warranty provided by Northside Glass shall immediately be void. A transfer of ownership of the product shall also render this warranty void.

#### Limitation on Damages

Purchaser shall not recover any incidental or consequential damages that may result from a product or service defect otherwise covered by this warranty.<sup>2</sup>

#### How to Get Service

If the purchaser of a product would like to submit a claim under this warranty, the individual should contact Northside Glass at:

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<sup>2</sup> Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Northside Glass  
7206 North Keystone Avenue  
Indianapolis, Indiana 46240  
Phone: (317) 251-8244

The purchaser is responsible for maintaining a copy of the invoice from the purchase, and must be able to present the invoice at the time warranty work is requested. Northside Glass will then arrange a mutually convenient time for a service representative to inspect the claim and determine whether it is covered by this warranty. If covered, every effort will be made to replace or repair the product free of charge within fifteen (15) business days of the inspection.

#### Informal Dispute Resolution

Northside Glass has not elected to use any informal dispute settlement mechanism.

#### How State Law Applies

This warranty gives you specific legal rights, and you may also have the other rights which vary from State to State.