



## Product Warranty Terms and Conditions:

1. Subject to the conditions and limitations set out in this warranty below, Hartley Glass ABN 90 008 034 900, warrants to the original purchaser of Hartley Glass products & services that Hartley Glass will, at its option, repair or replace that product without charge if it fails directly as a result of its manufacture, installation or material used in its manufacture or installation by Hartley Glass during the first 5 years after initial installation. Additionally Hartley Glass will make all reasonable efforts to repair, replace or return to existing condition any other products that are affected by warranty work carried out. This obligation terminates at the expiration of 5 years from the date on which the installation of the Hartley Glass product concerned was signed off as being completed.
2. This warranty does not cover damage caused by:
  - a) Any act of God, any natural occurrence or any other circumstance beyond the control of Hartley Glass.
  - b) Failure to follow any procedures recommended by Hartley Glass in relation to maintenance of the product.
  - c) Physical abuse, impact damage, misuse, accidents, exposure to excessive heat, the use of solvents or inappropriate cleaning products/materials, normal 'wear and tear', scratches, scuffs, burns, stains, surfaces, exposure to harsh chemical products.
  - d) Acceptable natural variation in colour, pattern, shade of the material against the sample material, displays and/or printed illustrations.
  - e) Any defect or damage caused to the product arising out of work done by any other person other than Hartley Glass.
  - f) Any impairment of the Hartley Glass colour back glass product to be able to move by up to 2mm in expansion joints provided.

This warranty also does not cover:

  - i) Anything which has been disclosed as a feature or limitation of the Hartley Glass product.
  - ii) Where the defect is trivial or insubstantial (the product is to be viewed in a normal viewing position at a distance of no less than two meters in non-critical light).
  - iii) Naturally occurring variations in appearance caused by natural light, artificial light or reflections.
3. This warranty applies only to Hartley Glass products;
  - a) Which have not been moved from their original place of installation.
  - b) Where Hartley Glass has been notified of the defect within 30 days of the first person to become aware of it.
4. Please note that the law may confer on your rights arising out the supply of Hartley Glass products. This warranty should therefore not be read as exhaustive statement of the rights of the original purchaser or any other person.
5. This warranty is not transferable or assignable.



*NEW GLASS  
& GLAZING*

*DOMESTIC*

*COMMERCIAL*

*GLASS REPLACEMENT  
24 HOURS 7 DAYS*

*INSURANCE WORK*

*NO OBLIGATION  
QUOTATIONS*

*CONSULTATIONS ON  
GLAZING CODE*

*SAFETY GLASS*

*GLASS ROOFS*

*SHOP FRONTS*

*MIRRORS*

*BALUSTRADES*

*PARTITIONS*

*TABLE TOPS*

*CONSERVATORIES*

*LEADLIGHTS*