

WARRANTY HANDBOOK



AT Glass & Aluminium provides the following warranty to the original purchaser:

- Products manufactured and installed by AT Glass & Aluminium are warranted to be free from defects under normal use for 12 months from the date of installation or supply.
- This warranty is aligned with industry standards & tolerances.
- Products not manufactured by AT Glass & Aluminium may be covered under their own separate warranties.
- The warranty does not cover cracked, broken or chipped glass.
- The warranty excludes defects or damage caused by factors outside of AT Glass & Aluminium's control including but not limited to:
 - Accidents
 - Alterations or modifications
 - Fire
 - Abuse or misuse
 - Normal wear & tear
 - Failure to follow recommended cleaning or maintenance instructions
- AT Glass & Aluminium's obligation under this warranty is limited to repair or replacement of defective products or components, as assessed by AT Glass & Aluminium or its authorised representatives.
- AT Glass & Aluminium is not liable for any incidental, consequential, direct or indirect damages, losses, costs, expenses or fees arising from the product.
- When making a claim: Full payment must have been made, and proof of purchase is required.

What is not covered under AT Glass & Aluminium's warranty:

The following items are not covered:

- Damage to glass.
- Gaps between glass (industry tolerance: 4mm to 8mm).
- Bowing in glass (industry tolerance: 1mm bow per 350mm).
- Cracked, chipped or broken tiles.
- Damage to water pipes.
- Damage to any sealing agent on any surface.
- Damage to walls, floors or coverings.
- Water escaping due to wet seal issues.
- Water escaping due to gaps in glass and/or metal.
- Dropping or sagging of doors caused by wall, floor, or building movement.
- Mirror "edge creep" (blackening of edges).