



General Glass
International

STANDARD MIRROR / ETCHED MIRROR WARRANTY

General Glass International (“GGI”) warrants upon, and subject to the following terms and conditions, that if, under normal usage, as defined below, significant deterioration of the silver should occur during a period of five (5) years from the date of manufacture (the “Warranty Period”) of the mirror (the “Mirror”) it will within a reasonable time, at its option, either refund the purchase price of the Mirror, or deliver a replacement Mirror. Subject to the Consumer Rights below, this warranty is given to the original buyer and applies only to a Mirror installed in Canada or the United States of America.

WARRANTY CLAIM PROCEDURE

All claims under this Warranty must be made in writing to GGI and must be accompanied by proof of purchase.

CONDITIONS, EXCLUSIONS AND LIMITATIONS

Mirror breakage from any cause is not covered by this Warranty.

Subject to the Consumer Rights below, normal conditions and usage shall, for the purpose of this Warranty, mean an installation in the interior of a building.

Subject to the Consumer Rights below, GGI reserves the right to determine to its reasonable satisfaction that significant deterioration of the silver has taken place and any Mirror replaced pursuant to this Warranty shall become the property of GGI.

Subject to the Consumer Rights below, any replacement Mirror delivered pursuant to this Warranty is warranted by GGI only to the expiration of the Warranty period for the Mirror being replaced.

101 Venture Way
Secaucus, NJ
07094-1808

800.431.2042
p: 201.553.1850
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sales@generalglass.com
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This Warranty shall be void in each of the following circumstances:

SHIPPING & HANDLING:

If the Mirror is damaged by improper shipping, handling, storage, cutting, edging or other work.

If when unpacking the cases, even though paper interleaved, the mirrors are pulled causing scratches in either the paint or surface.

INSTALLATION:

If the Mirror is not installed in accordance with normal industry practice. Never install mirrors on unpainted plaster, drywall or cement walls. The leaching of the lime in such will eat through the paint backing. Solvents in newly painted walls will also soften the paint backing. Adequate air space between the Mirror and supporting wall or other surface must be left. In wet areas such as bathrooms and kitchens, mirrors should be set up off the bases to prevent pooling of water at the bottom edge.

If the Mirror is installed in a shower door, or any other installation, without adequate provision being made to drain the water from the back and edges of the Mirror, or is installed in areas subjected to extreme temperature and/or humidity including, but not limited to, saunas, or the immediate surroundings of indoor swimming pools.

If the Mirror is installed horizontally on, for example, a ceiling, without prior approval from GGI.

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If the materials used to install the Mirror are not compatible with the backing paint and/or safety backing on the Mirror, or if adhesive films/vinyl safety-backing or other coatings are applied to the Mirror unless applied by GGI. This includes the use of silicone of any type. GGI can recommend the following silicones; Palmer Mirror Mastic, and Dow Corning 795. Any silicones used must be of a non-acidic curing type.

CLEANING:

Use warm water, soap and a non-abrasive brush. If the Mirror, or the area immediately surrounding the Mirror, is subjected to improper cleaning including, but not limited to, abrasive cleaner, stiff brushes, sharp objects, strong alkalis or acids.

Never use cleaners with Acid Alkali or Ammonia bases, most household or glass cleaners are ammonia based. These will attack the mirror edges and backing causing blackened edges.

Surface marks and stubborn dirt should be removed with 0000 oil-free steel wool, not solvents.

Cleaners should be applied with a soft cloth and wiped onto the mirror. Spray cleaners may cause “puddling” at the mirror edges.

STORAGE:

If the mirrors are stored in cool damp areas, especially outside. If the mirrors are packed with paper interleaving, this paper will act as a sponge if the mirror case is placed on a wet area even for a short time.

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If the mirrors are stored for lengthy periods where the air can be contaminated with chemicals. This will gradually affect the painted back.

Subject to the Consumer Rights, below, GGI shall not be liable under this Warranty for personal injury, loss, claims, property damage, or labor, material or other cost (whether special or consequential or otherwise) howsoever caused or arising and whether direct to indirect.

Subject to the Consumer Rights below, except for any representation, warranties, conditions, rights and remedies given, and which cannot be disclaimed, excluded or limited hereby, under any applicable law, and except for the provisions of this warranty, there is no representation, warranty, condition, right, remedy or covenant (written or oral, express or implied, statutory or otherwise) given, extended or authorized by GGI with respect to the Mirror.

CONSUMER RIGHTS

The provisions of this warranty are in addition to, and do not abrogate, modify or subtract from, any representations, warranties, conditions, rights and remedies given, and which can not be disclaimed, excluded or limited hereby, under any applicable law. To the extent that any such representation, warranty, condition, right, remedy, or applicable law amends, eliminated, prohibits or replaces any term or terms contained in this warranty, such term or terms shall be accordingly amended, extended, eliminated, deleted or replaced as the case may be.

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