

## **Backpainted Glass 5-Year Limited Warranty**

Dreamwalls Backpainted Glass, proudly manufactured in North Carolina and Texas, comes with a 5-year limited warranty. This warranty is extended solely to the original purchaser of the new, unused product and applies only to backpainted glass installed within the United States or Canada.

This warranty guarantees against significant defects in materials and workmanship which substantially affect the backpainted glass's appearance for a period of 5 years from the date of purchase, provided that the glass is properly installed in a suitable environment, using compatible glazing materials, and maintained correctly. Proper maintenance includes using appropriate cleaning materials.

### **Warranty Limitations and Exclusions**

The float glass we use to make backpainted glass is supplied by primary glass manufacturers and is manufactured in compliance with ASTM C1036 Standard Specification for Flat Glass. Inherent in the float glass process are some small gaseous inclusions and minor abrasions. Occasional small "bubbles" and hairlines are, therefore, perfectly normal and acceptable under these Standards and should be virtually unnoticeable from a normal viewing distance.

The backpainted glass must be installed according to industry-accepted glazing processes and with commercially acceptable glazing materials. This limited warranty does not cover:

- Scratches, chips, water spots, or breakage.
- Damage to the edges.
- Costs associated with removal or reinstallation.
- Damage resulting from improper use, storage, shipping, handling, installation, or modification.
- Damage due to natural disasters or other uncontrollable events.
- Glass that has been subject to standing water or other liquids.
- Glass that has been fitted with any type of solar control film applied to the glass surface.
- Installations in high-moisture environments including, but not limited to, swimming pool enclosures, bath enclosures, watercraft, greenhouses, commercial refrigeration products, etc.
- Installations in high-vibration environments including, but not limited to, motor vehicles and trailers.
- Outdoor, unusual or exotic installations.
- Material that has not been paid for in full or has been discarded or destroyed.

In the event of a warranty claim, Dreamwalls, at its discretion, will either:

1. Repair the glass,
2. Replace the glass (F.O.B Dreamwalls' plant), or
3. Refund the purchase price.

All claims must be submitted in writing to Dreamwalls and must include proof of purchase.

## **Installation and Maintenance Guidelines**

- Do not install backpainted glass on unpainted plaster, drywall, or cement walls, as lime can leach through the paint backing.
- Avoid installing backpainted glass on newly painted walls as solvents can soften the glass's paint backing.
- Ensure adequate air space between the glass and the supporting wall or surface.
- In wet areas such as bathrooms and kitchens, install glass off the bases to prevent water pooling at the bottom edge.

## **Additional Terms**

Dreamwalls reserves the right to inspect the product and conduct its own tests to determine the cause of any defect. Dreamwalls shall not be liable for any special, consequential, or incidental damages arising from the use or application of its backpainted glass products.

Any replacement glass provided under a warranty claim are covered only until the expiration of the original warranty period for the replaced glass.