

TITAN Tempered Glass 5-Year Limited Warranty

Dreamwalls TITAN Tempered Glass, proudly manufactured in North Carolina, comes with a 5-year limited warranty. Our tempered glass meets the safety criteria of ANSI Z97.1 and CPSC 16 CFR 1201, and complies with the quality and strength specifications outlined in ASTM C1036 and ASTM C1048 for Heat-Treated Flat Glass: Kind Fully Tempered.

This warranty is solely extended to the original purchaser of the new, unused product and applies only to tempered glass installed within the United States or Canada. It guarantees that for a period of 5 years from the date of purchase, the product will be free from significant defects in materials and workmanship which substantially affect the tempered glass's appearance, provided it is installed properly in a suitable environment using compatible glazing materials, used as intended, and maintained correctly, including the use of proper cleaning materials.

Characteristics of Tempered Glass

Due to the nature of the tempering process, tempered glass may not meet the same visual quality standards as annealed glass. Potential surface blemishes, such as scratches and rubs, may occur. Additionally, tempered glass can exhibit increased levels of distortion, including bowing or warping, resulting from the energy trapped during tempering.

Warranty Limitations and Exclusions

The glass we use to create tempered glass is supplied by primary glass manufacturers. 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 glass must be installed according to industry-accepted glazing processes and with commercially acceptable glazing materials. This limited warranty does not cover:

- Any characteristics inherent in the tempered glass manufacturing process, as described above.
- 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.
- 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.

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 tempered 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.