



LIMITED LIFETIME CRAFTSMANSHIP WARRANTY

This warranty reflects our history of superior craftsmanship, customized design, company integrity, and, most importantly, dedication to our customers. This warranty is our promise to you that we stand behind our products and services.

GCS Glass & Mirror warrants our products against defects in materials and workmanship under normal use for as long as it is owned by the original purchasing business or consumer. This warranty is non-transferable, unless otherwise specified.

If a defect occurs and a valid claim is received, GCS Glass & Mirror, at its sole discretion, will either repair or replace the defective product free of charge. If a claim is deemed valid, the decision whether to repair or replace is determined by GCS Glass & Mirror. Proof of purchase must be provided along with all warranty claims.

Exclusions & Limitations

1. This warranty only applies to products, installations, or services rendered after January 1, 2016.
2. The warranty only applies to products, installations, or services purchased through GCS Glass & Mirror.
3. GCS does not warranty glass or hardware breakage, surface scratches or scuffs once the product is installed or carried out of the building, unless authorized by GCS, at its sole discretion.
4. On rare occasions, tile may break and/or crack when drilling holes. There is no warranty against tile breakage. If tile breaks, install will stop and the customer will be notified immediately. Breakage of tile, specifically when drilling, reflects the quality of the tile installation, not the workmanship or products of GCS. It is the customer's responsibility to have tile replaced.
5. A frameless shower is made to deflect water, not retain it. If a completely waterproof solution is desired, a frameless shower is not suggested.
6. This warranty does not apply to defects or damages caused by non-GCS glass or hardware, product abuse, product misuse, improper care/cleaning, non-GCS repairs/installations, movements/transfer of GCS glass or hardware from its original installation location, or natural disaster.
7. Products may experience changes in appearance due to normal wear and tear. Normal wear and tear is not a defect and is not covered by this warranty. Information on proper care and maintenance can be found on Page 2.
8. Hydrophobic nano-coating treatments come with their own implied manufacturer's warranty. GCS Glass & Mirror is not liable for any nano-coating defects. All issues must be taken to the manufacturer directly.
9. Per ASTM standards regarding blemishes in glass – glass needs to be viewed from a 10-ft distance in natural, not direct, light. If blemishes are still apparent, there should be cause for remakes.

Claims

To submit a claim, contact your local GCS Glass location. Business hours vary by location.

Phoenix, AZ

20634 N. 28th Street, Ste. 150
Phoenix, Arizona 85050
(602) 828-8276
phoenix@gcs.glass

Denver, CO

11881 E. 33rd Avenue, Unit C
Aurora, CO 80010
(720) 601-1124
denver@gcs.glass

Austin, TX

10509 Circle Drive, Unit 1440
Austin, TX 78736
(512) 480-9585
austin@gcs.glass

Houston, TX

(713) 249-9067
tim@gcs.glass

Long Island, NY

20 Wesley Street
Center Moriches, NY 11934
(516) 400-2514
derek@gcs.glass

Las Vegas, NV

(702) 508-7679
brandon@gcs.glass

We appreciate the opportunity to earn your business!