



# TERMS & CONDITIONS

## Estimates

Quotes are for estimation purposes and are subject to change once project elements are finalized. Any alteration or deviation from the stated specifications involving extra costs will be executed upon written orders and will become an extra charge over and above the estimate. All agreements contingent upon strikes, accidents, or delays beyond our control. In certain areas, taxes may be included in pricing.

Due to the current volatile nature of the manufacturing industry, estimates are only valid for 10 days from the date of proposal.

All projects require a sign off, and a non-refundable 50% deposit is required to begin fabrication or ordering of materials for the job.

There is a \$75 fee for an in-person design consultation. If a deposit is paid at the time of consultation, the \$75 is waived or credited.

## Payment

Full payment of the remaining balance plus all applicable taxes not already collected is required upon completion of the project. Such payment is to be made immediately to the installers who are on-site unless other terms are specified and agreed to by both GCS and customer. Make all checks payable to GCS Glass & Mirror. By approving the project and providing a deposit, you expressly agree to have the final balance charged to the credit card that was provided for the deposit, without any requirement of additional notice from GCS or approval by you as the customer. To avoid payment of the final balance being charged to the credit card provided for the deposit, customer must provide an alternative payment method at the completion of the project.

## Scope of Work

Work outside the scope of uninstalling and installing glass and metal products will not be completed by GCS team members. Please be sure that all fixtures, equipment, and furniture that could impede the glass installation space are removed prior to installation.

If we are removing an existing shower, we have no way to predict what is behind the existing hardware. We do our very best to thoroughly clean the space before installing our new materials, and we fill holes with silicone if we are unable to cover them. Anything beyond these measures are out of our control. Without prior knowledge of existing below-surface material, it is the customer's responsibility to warn us of layout and depth restrictions.

## Orders

We are consistently working to improve our relationships with existing vendors or trying new ones if necessary to improve quality and lead times for our customers. Lead times vary depending on the vendor, product, and time of year.

We cannot guarantee a perfect match when attempting to match existing hardware colors. While manufacturers have like-names for hardware, it does not mean they are truly the same color or finish. We are limited to our vendor's color selections. These colors often vary from common bathroom fixture brands.

## Recommendations

Mirrors over 60" in width or height are at greater risk of distortion in the glass. Due to this, we do not warranty any mirrors over 60 x 96."

For shower installations, please allow 24 hours for your silicone to dry completely before using your shower to avoid damaging the silicone. Single pieces of glass over 108" in height or width do not fall under our warranty for glass bowing.



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*continued*

## Media Use and Ownership Addendum

This Media Use and Ownership Addendum ("Addendum") is incorporated into the Service Agreement ("Agreement") between GCS Glass ("Company") and the customer ("Customer").

- **Media Capture:** Customer acknowledges and agrees that Company may take photographs, videos, or other forms of media ("Media") that showcase the work performed by Company on Customer's property. This may include before and after images, process images, or any other type of Media that reasonably demonstrates the services provided by the Company.
- **Use of Media:** Customer expressly grants Company the right to use, reproduce, distribute, and display any Media captured on Customer's property for Company's legitimate business purposes, including but not limited to marketing, advertising, and social media content, without obtaining additional consent from the Customer.
- **Rights to Media:** Customer grants Company a universal, royalty-free, perpetual, irrevocable, non-exclusive right and license to use, modify, adapt, publish, translate, distribute, perform, and display such Media, and to incorporate it in other works in any form, media, or technology now known or later developed.
- **Non-interference:** Customer agrees not to interfere with or inhibit the Company's capture and use of Media as provided herein.
- **No Compensation:** Customer agrees and acknowledges that the consent to use the Media as described above is given without expectation of additional compensation or further notification.

By engaging the Company to move forward with its services, Customer acknowledges and agrees to the terms of this Media Use and Ownership Addendum.

## Warranty

All shower installations include the standard lifetime limited GCS Warranty. The GCS Armor comes with a limited 10 year warranty. GCS Crystalline Glass comes with a limited lifetime warranty. Warranties are non-transferable unless otherwise specified. Harsh cleaners are not recommended on shower glass to improve the life of the coating and silicone. Silicone will naturally breakdown overtime, but harsh cleaners will accelerate this. For this reason, silicone is not warrantied. \*See additional detailed warranty.\*

Frameless glass is made to deflect water and steam, not retain it. Small gaps can be necessary for proper function and to allow for the settling and shifting of a home. If a completely waterproof solution is desired, a frameless unit is not suggested.

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.

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 the tile replaced.

If you have any questions or concerns regarding these terms, please contact your local GCS office.

***By approving your estimate, whether by signature, payment of deposit, or other written approval, you acknowledge receipt and understanding of these terms and conditions, and further, you acknowledge your express agreement to be bound by each.***