

Glass partitions important info & terms

LEAD TIMES

Our custom glass usually takes around 3-4 weeks from measure, acceptance of the quote, confirmation of design and payment of the deposit to installation. Supply only custom glass usually takes around 2-3 weeks. (this can be longer for some products and designs)

DELAYS

All the lead times and dates we offer are provisional and subject to change due to unforeseen circumstances. Such as manufacturing delays, quality control, staff shortages or breakages etc.

PAYMENT

We ask for a £50 survey deposit (this comes off the final bill). Then following the survey & final quote we request a 50% deposit, with the remaining 50% balance due on completion. For supply only glass we ask for full payment upfront.

MANIFESTATIONS

Manifestations (stickers on glass) are not included, these will need to be added at a later date to conform to health and safety regulations. A window filming company can provide, and can accommodate company logos, designs or patterns.

ACOUSTIC PERFORMANCE

Our glass partitions are constructed using single glazed 10mm toughened glass. Our doors are fully frameless with a physical gap around them. They reduce noise but are not soundproof. We do not offer glass partitions using framed doors and acoustic laminated glass.

HARDWARE

3D visual & full parts list can be provided for approval should you wish to proceed.

GLASS SHAPING

Our glass partitions can be shaped to accommodate out of plumb walls and floors, cu-outs can also be added for half height walls, skirting boards, ceiling beams or other items.

ACCEPTABLE GLASS DEFECTS

All glass, when fabricated, may have hairline scratches, marks or other imperfections noticeable at close range. "Acceptable defects" are those that are not visible when the glass is viewed in a vertical position from 3m under normal lighting. We cannot be held responsible for any damage occurring after the installation. Please report any damage within 3 days.

GUARANTEE

Our guarantee is 12 months for the installation and 5 years for the product. This does not include damage or breakage following installation, general wear and tear or any issues caused due to lack of maintenance. Maintenance includes replacing silicone if it comes loose leaving gaps for water ingress, as well as checking hardware is secure and in working order.

CLEANING AND CARE

Our custom glass can be cleaned using glass or surface cleaner and a cloth or tissue. No abrasive cleaners should be used. Silicone should be checked and replaced if coming away or gaps appear over time.