

Glass splashbacks important info & terms

LEAD TIMES

Our coloured and printed glass splashbacks take around 3-4 weeks from measure, acceptance of the quote and payment of the deposit to installation (this can be longer for some designs).

DELAYS

All the lead times and dates we offer are provisional and subject to change due to unforeseen circumstances. Such as manufacturing delays, busy periods, 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.

HEAT RESISTANCE

Our coloured and printed glass splashbacks are toughened and therefore heat resistant and suitable behind both electric and gas hobs. However we do advise that gas hobs are fitted at least 50mm away from the glass to prevent scorching of the backing paint through the glass.

INSTALLATION CLEARANCES

We measure our glass as accurately as possible to fit the space. However there needs to be some clearance gaps to allow it to be fitted, these are typically 3mm or less and we are happy to fill them using silicone or a paintable caulk filler. In some situations larger gaps are necessary, due to uneven walls, openings narrower at the front than the back or other obstacles.

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.

PRINTED IMAGES

Provide your own image, or choose one from Shutterstock.com. We will check the image and provide a preview of the size(s) required. We can supply a printed glass sample to check the actual colour and quality of the print on request (at a cost), if a sample is not requested then we can not replace or refund any glass due to a colour or print quality issue.

COLOUR & SAMPLES

There may be slight variations between glass colour samples and the final product (due to the paint being mixed at different times). The same applies for previous orders. Colours matched to paint colours or RAL codes may look different to the paint colour on glass, we recommend asking for a sample.

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.

CLEANING AND CARE

Splashbacks can be cleaned using glass or surface cleaner and a cloth or tissue. No abrasive cleaners should be used. Silicone on the bottom edge should be checked and replaced if gaps appear over time.