

## Safety backed mirrors important info & terms

### LEAD TIMES

Our safety backed mirrors usually take around 3-4 weeks from measure, acceptance of the quote, confirmation of design and payment of the deposit to installation.

### 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.

### HEAT RESISTANCE

Safety back mirrors are non-toughened so not fully heat resistant. We regularly install them in kitchens behind induction hobs without issues, but we do not recommend them behind Gas hobs or AGA's. We do also offer a toughened mirror range, they are individually made so the cost is higher.

### 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.

### TINT & SAMPLES

There may be slight variations between mirror tint on samples and the final product (due to variations in the glass manufacture). The same applies for previous orders as the glass may be from a different batch.

### 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.

### CLEANING AND CARE

Mirrors can be cleaned using glass or surface cleaner and a cloth or tissue. No abrasive cleaners should be used. If sealed, silicone should be checked and replaced if gaps appear over time.