

Toughened mirrors important info & terms

LEAD TIMES

Our toughened tinted & antique mirrors have a longer lead time than other finishes, usually around 5-8 weeks from the 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

Our toughened mirrors are 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 mirror coating 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

Toughened mirrors are all hand finished. Due to this they can include some minor defects and blemishes, this is unavoidable and treated as the nature of the product. We cannot be held responsible for any damage occurring after the installation. Please report any damage within 3 days.

TINT, ANTIQUE EFFECT & SAMPLES

Toughened antique mirrors are all hand finished and unique. Due to this there can be variations in the level and distribution of patterning between panels and samples. There may also be slight variations between mirror tint on samples and the final product (due to variations in the manufacture). The same applies for previous orders.

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

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.