



# Architectural Glass Effects

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## IMPORTANT INFORMATION

### SPEED OF SERVICE:

Standard non-safety glass orders generally **ship out the same day as ordered**. Safety tempered, laminated, beveled, and/or leaded orders require additional processing and time. Tracking information is automatically e-mailed from UPS at the time of shipping. If any reason an order is delayed, we will notify you immediately.

Once an order has been submitted, we **immediately** start production. Therefore, once the order is processed, it cannot be cancelled or changed. If however, the glass has not yet been fabricated, we will be pleased to accommodate your request.

### AVAILABILITY:

We try to keep all of our glass options in stock at all times, but due to constraints from our suppliers, any texture could be discontinued without notice. Please be prepared that we might not be able to supply the texture of your choice or the quantity you need.

### SIZE TOLERANCE:

We guarantee your glass to be within +/- 1/16" of the size requested. If your glass exceeds this tolerance, please take a photo of the glass with a measuring tape showing the size received and e-mail it to us.

### PICTURES:

Not all pictures can accurately display the detail and/or complete texture of our glass options. Also, the pictures of our tinted/color options can be affected by different monitor color settings. Please order samples before placing orders to verify the consistency of your option and when matching colors to guarantee color match.

### CONSISTENCY:

Some glass options are less consistent than others and may have larger bubbles, striations or other inconsistencies that may be viewed as defects and are, in fact, part of the glass and the process of how it is made. Some glass options to be especially aware of: AGE 266, AGE 271, AGE 273 and all of the Antique Mirror Collection.

### DAMAGE POLICY:

**UPS Ground Damages:** Please inspect your glass for damage at time of delivery. Most orders are delivered by UPS Ground. If you suspect damage or tampering of any kind, you must indicate on the carrier's receipts and contact us **within 2 business days**. We will ask you to take photos of the damage and e-mail them to us. We will process the damage claim with the shipping company and remake your glass at no cost.

**Freight Damages:** Inspect all cases carefully **at the time of delivery** while driver is still there. Be sure to note any damage on Bill of Lading and call the Freight Company immediately for inspection. Do not unpack merchandise before it has been inspected. Common carriers require the recipient to contact the carrier directly for inspection, return or reimbursement instructions.

### THIN LAMINATE SERIES:

Small particles and lint can get caught in the laminate insert. This can be noticeable in the solid opaque colors, especially the white options. Small dots are usual and can be expected. If it is not easily visible from a distance of 5 feet, it is not considered a defect.

### SAFETY GLASS:

We recommend tempered or laminated glass for all application where safety and security are desired. Safety glass requirements are determined by your personal needs as well as set building codes, which can change over time and can vary by state, county, city, town or borough.