

GENERAL TERMS AND CONDITIONS

1. **Cancellation of order:** An applicable fee of \$150.00 inclusive of GST may be charged on a case by case review, should any of the below occur:
 - (i) cancellation of order after site visits and check measure has been carried out, but before manufacturer of order. Should the order be cancelled after manufacture then the full value of order may be charged; or
 - (ii) a check measure could not be carried out at time of scheduled appointment due to tiling being incomplete, channels not installed (if applicable) and/or waterproofing angle is protruding above floor tiles (these must be cut flush with floor tiles). A hob section can be an alternative option (cost applicable).
2. **Important:** All details which may affect the position of shower should be advised at time of check measure, including furniture & fixings, water pipes and railings as these factors may affect the full functionality of your shower / bath screen. Verotti is unable to accept any responsibility for any issues encountered after installation where such details have not been provided to Verotti at time of check measure.
3. **Lead Time:** Please allow 10 to 15 working days from date of signed check measure for installation of your shower screen. Should any variation/s be applicable, where approval has not been provided at time of measure, lead time will be effective from date of approval. Lead times are subject to change without notice or otherwise advised at the time of order.
4. **Installation:** Are to be within the times of 7.00am to 3.00pm, Monday to Friday and can take 2 to 4 hours per shower screen to install. You or an authorised person must be present on day of installation. We are unable to proceed with installation if this cannot be arranged. **DO NOT USE YOUR SHOWER FOR AT LEAST 48 HOURS AFTER INSTALLATION – use of shower during this time will void warranty.** A call out fee plus labour may be charged for the return trip should the installation be tampered with during this time frame.
5. **Cancellation of Install or Check Measure:** Cancellations should be advised with a minimum of 48 hours (or as soon as practicable). Re-scheduling lead time will be subject to availability at the time cancellation.
6. **Tiles:** Hollow or loose tiles are apparent when there is insufficient glue, adhesive has de-bonded or hollow voids are created from missing adhesive. In the instance of broken/cracked tiles (either on installation or a period of time thereafter) as a result of drilling into 'hollow tiles', Verotti will not be responsible for replacement costs incurred as it is the builder or tiler's responsibility to rectify accordingly. It is recommended that a tiler removes the tile, in your presence, to determine the reason for the crack. Should investigations determine there to be sufficient glue/adhesive or no de-bonding apparent, Verotti accepts responsibility (to the extent of repair &/or replace costs) should the situation arise.
7. **Water Pipe Locations:** It is the customers' responsibility to inform at time of measure the water pipe location. Our standard locations of which holes will be drilled (where required) are 200mm - 220mm from floor tile up and 200mm - 220mm from top of glass panel;
 - (i) When unable to provide/confirm the water pipe locations:
 - The standard measurements shall apply;
 - Verotti shall not be responsible for any repair &/or associated liability costs should the situation arise where pipes are pierced on install.
 - (ii) When water pipe locations are provided:
 - The provided measurements shall apply
 - Verotti accepts responsibility (to the extent of repair &/or replace costs) should the situation arise where pipes are pierced on install.
8. **Potential Water Leaking:** Please be aware due to the nature of frameless and semi-frameless shower screens, leaking of water between gaps will be experienced. The extent or amount of leak is dependent on other contributors which may include but not limited to, the size of shower area, shower head positioning and/or shower head design, drainage, splashing while in use and amount of water pressure being used at any one time. Please consider this when designing your shower screen. Note: for pivoting or swinging door frameless and semi-frameless shower screen a minimum of 3mm vertical gap between glass panels is required.
9. **Potential Flex:** All frameless and semi-frameless shower screens will have some degree of flex in panels. It is not possible to achieve zero flex in frameless glass regardless of size of panels. Stabilisation can be considered as an option with corner glass shelves or support bars. These options are available at an extra cost.
10. **Handling Fee:** An applicable fee of \$188.00 inclusive of GST may be charged where a third person is required should any of the below occur:
 - (i) Oversize panels larger than 1200 x 2000mm (h);
 - (ii) More than 3 flights of stairs or tight access areas internal or external (for any panel size).

Warranty Coverage

1. Subject to the conditions and exclusions below, Verotti will undertake to rectify any fault due to defects in materials or workmanship by providing free of charge reinstatement of the product achieved by either through repairs, replacement of individual components or product within the defined warranty period. Regardless of any interim service within that period, the warranty shall expire within the warranty period as detailed under period of warranty coverage section.
2. All products used in domestic and residential application only are covered by this warranty.

Period of Warranty Cover

Verotti provides the following warranty conditions for frameless glass supplied and installed effective from date of completion of installation:

- (iii) 7 years for workmanship
- (iv) 12 months on plastic water seals and rubbers
- (v) 24 months on aluminium frames and aluminium fittings
- (vi) 25 years on chrome fittings
- (vii) 10 years for Verotti Glass Protection on new shower screens (please refer to our Care & Maintenance Instructions)

Exclusions

1. This warranty excludes:
 - (i) Any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, installation by a non-licensed installer or other alterations which effect the reliability or performance of the product not attributable to faulty manufacture, parts or labour;
 - (ii) Products not installed in accordance to relevant Australian Standards and Regulation;
 - (iii) Products used for incorrect application, including fitting of other devices;
 - (iv) Damage to surfaces or finishes by contact with other improper materials, unsuitable cleaning products, or external impact, obstructions or abuse during installation and after installation use;
 - (v) 'Spontaneous breakage' of glass and any damage caused to property as a result of glass exploding.
What is 'Spontaneous breakage'? Inherent in the glass production process are microscopic imperfections in the glass. Most are completely harmless, but nickel sulphide (NiS) has been shown to cause failure of glass. The spontaneous breakage is not limited to NiS but any foreign particles may enter the raw glass mix of manufacturing. Over several years, the particles create cracks and additional stress leads to spontaneous glass failure with no visible cause. This type of breakage is very rare as most breakages are the result of impact or structural movement. It is for this reason that Verotti is unable to offer any warranty for spontaneous glass breakage.
2. This warranty is not transferrable.
3. Verotti's obligations under warranty are limited to the repair or replacement of materials or products due to defect in materials or workmanship. To the extent of the law, Verotti will not be liable for any claimed loss or damages to furniture and fixings due to any defect in material or product.

Authorisation

I, _____ (print name) acknowledge and accept the general terms & conditions detailed above.

Date: _____

Sign: _____