

WARRANTIES

BG Glass Solutions, hereinafter referred to as “BG” warrants product from the date of purchase or installation as defined below. All Limited warranties are subject to Exclusions from Warranty and Resolutions.

PARTS AND LABOUR LIMITED WARRANTY

BG stands behind the quality of its products with a limited warranty, covering both parts and labor for one year from the date of installation. This warranty applies to all items supplied by BG, demonstrating our commitment to excellence. Our products are guaranteed to remain free from defects in materials or workmanship under standard usage conditions.

SUPPLY ONLY LIMITED WARRANTY

BG backs the quality of its products with a limited warranty that applies to the purchase of BG products. For supply-only transactions, it is the buyer's responsibility to inspect the product for damage or defects upon receipt or collection. Any issues must be reported to BG within two days, as BG will not cover any labor costs associated with the removal and reinstallation of supply-only items thereafter. Warranty durations vary depending on product.

LIMITED WARRANTY

Heat Treated (Tempered or Heat Strengthened Glass)

BG ensures that its heat-strengthened and tempered glass products conform with ASTM Standard Specification C1048 at the time of purchase.

Laminated Glass

BG assures that the laminated glass products it supplies will be free from material or workmanship defects that lead to edge separation or delamination. Warranty is valid for a period of 5 years from purchase or date of installation.

Back Painted and Ceramic Frit

BG warrants the quality of its painted and ceramic frit glass, ensuring they are free from manufacturing defects such as paint/glass separation that could obstruct vision through the glass surfaces. Warranty is valid for a period of 5 years from purchase or date of installation.

Insulated Glass Units

BG warrants that the insulated glass unit is free from any defective materials or workmanship resulting in visible fogging or moisture residue formation on internal glass surfaces due to the insulating glass seal's failure under normal conditions. Warranty is valid for a period of 5 years from purchase or date of installation.

Mirror

BG provides a warranty for its mirror glass products, protecting against silvering defects that could lead to corrosion, discoloration, clouding, black spots, and other impairments that affect the silvering. Warranty is valid for a period of 5 years from purchase or date of installation.

Due to there being no manufacturer's warranty available for antique mirror products, BG does not offer any warranty coverage for antique mirror.

Supplier Warranty (Custom Glass, Aluminum Frames & Doors, Film and Hardware

BG upholds the manufacturers' warranties for all other products we supply, ensuring that we provide support and handle all claims according to the manufacturers' specified terms and conditions. Upon request BG will supply these warranties to you.

Any hardware that undergoes custom coating or requested alterations will nullify all manufacturers' warranties, thereby exempting BG from providing warranty coverage for these items.

Exclusions from Warranty

- Normal wear, tear, or fading
- Improper storage, handling, installation, finishing, or use
- Items that have been modified after installation
- Mirror or coated products installed with improper adhesives.
- Damage that is caused by installations that are in high humidity areas.
- Abuse of the product
- Product that has not be properly maintained, see maintenance and care section.
- Defects that may occur to the supporting structure due to inadequate construction.
- Glass defects are not covered under warranty if the glass or the area immediately surrounding the glass is subject to improper cleaning including, but not limited to abrasive cleaners, stiff brushes, sharp objects, strong alkalis, acids and/or other chemicals or cleaning materials that are not recommended as safe and common practice
- Surface scratches, chips, or other defects must be brought to the attention of BG no more than 48 hours from pick up, delivery, or installation.

- There is no warranty for glass breakage of any form whether it be accidental or related to the expansion/contraction of adjacent building materials
- This warranty does not extend or apply to damage that occurs as a result of Acts of God, accidents, fire, flood or unforeseeable circumstances, breakage of glass or screens, negligence, misuse, abuse, accident, color changes, frost or condensation on glass, aluminum and/or other accessory parts due to inadequate building envelope
- The replacement of any materials or service that was not part of BG's scope of work.

LIMITATIONS OF LIABILITY

EXCEPT AS EXPRESSLY STATED IN THE LIMITED WARRANTY ABOVE, BG DISCLAIMS ALL OTHER REPRESENTATIONS, WARRANTIES, AND CONDITIONS, WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING ANY BG PRODUCT, INCLUDING BUT NOT LIMITED TO MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY MODIFICATION TO BG'S LIMITED WARRANTY MUST RECEIVE PRIOR WRITTEN APPROVAL FROM THE PRESIDENT. BG'S LIABILITY TO THE CUSTOMER SHALL NOT EXCEED THE ORIGINAL INVOICE AMOUNT.

BG SHALL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, INDIRECT, OR PUNITIVE DAMAGES INCURRED BY THE CUSTOMER OR ANY OTHER PARTY. SUCH DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, LOST PROFITS, LABOR COSTS, OR ANY OTHER FINANCIAL LOSSES ARISING FROM OR CONNECTED TO PERSONAL INJURY, DEATH, OR PROPERTY DAMAGE, REGARDLESS OF THE CAUSE, BE IT A DEFECT, DELAY, NON-DELIVERY, OR ANY OTHER CIRCUMSTANCE.

RESOLUTIONS

Should a BG product be proven to have defects, the following conditions apply:

BG provides warranties for its products and services subject to the condition that all payments have been received in full. No warranty shall apply if full payment has not been received for the product or service.

Supply and Installation: BG will replace any defective product supplied and installed by the company within one year of installation, free of charge. After this period, BG will only replace defective products, with the customer bearing any associated replacement expenses. On-site rectification will be subject to a provided estimate, with full payment required before commencement of work.

Supply Only: For products supplied by BG without installation services, BG will only replace defective products. Any expenses related to replacement will be the customer's responsibility.

All warranted items, except for the one-year parts and labor warranty for supply and installation, are designated FOB BG.

BG reserves the right, at its sole discretion, to repair, replace, or refund the original purchase price of the product.

Defective parts will be replaced by a product or part that is, in BG's sole judgment, identical, similar, or of like quality.

In the event of a discontinued item with no similar replacement available, BG is not obliged to provide a replacement. Instead, a refund for the discontinued part will be issued.

All warranties will continue for the remaining period from the original purchase or installation date of the product.

All claims are to be sent to info@bgglass.ca with all applicable photos, original invoices and supporting documentation for BG's review. Missing information may result in a loss of warranty.