

## Warranty / Aftercare

1. Warranty liability period is 12 months from completion of works OR as agreed in writing between parties PRIOR to commencement of works.
2. Warranties are void if repaired surfaces are not maintained according to the following After Care conditions:
  - No abrasive cleaners are to be used on the surface.
  - Physical damage such as chips and scratches or mistreatment are not covered.
  - Staining caused from chemicals or dyes, is specifically excluded.
  - Heat exceeding 350 degrees or direct flame.
  - Problems caused from excess moisture, structural conditions, or movement of the fixtures.
3. Warranties are void if incorrect cleaning methods or products are used on repairs.
4. Warranties are void if there is evidence of neglect or misuse of repair areas.
5. No responsibility is taken for damage caused to the Subcontract works either during or after the event unless such damage is expressly attributable to Merlin Repair Specialists staff. Subcontract works will have the adjacent area protected at the time of repair and removed upon completion.
6. In extreme circumstances repairs fail due to factors outside the control of Merlin Repair Specialists. Whilst we aim to warranty every repair in full, sometimes it is beyond our control and the warranty may be deemed as void.
7. Part of our warranty process requires reattendance, any refusal of access may invalidate your warranty.
8. The Glass Polishing process requires the removal of some glass. The polishing process also produces heat. On rare occasions the glass may crack or break during the restoration process, this can be a result of thermal stress or more likely to other unknown existing flaws / imperfections or faults in the glass itself. Merlin Repair Specialists does not take responsibility for this occurrence. The glass is already damaged and in need of replacement prior to our attendance.
9. Merlin Repair Specialists cannot be held responsible for sight distortions caused by the polishing process (as glass polishing is a technique of removing material and not adding material) in cases of distortion beyond the acceptable GGF regulations no charge will be made.
10. No costs for replacement items will be accepted by Merlin Repair Specialists Ltd, When we are asked to repair an item, the item is therefore damaged in the first instance.

Registration No. 6691724

VAT Number 940476616

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