

Architectural Glass Effects

973.569.0200, 888.772.5282, fax 569.569.0300

Sales@ArcGlassEffects.com

IMPORTANT INFORMATION

SPEED OF SERVICE:

Standard non-safety (annealed) glass orders generally **ship out within 24 hours**. Safety, tempered, laminated, beveled, and/or leaded orders require additional processing time. Tracking information is automatically emailed from UPS at the time of shipping. If there is any reason an order is delayed, you will be notified in a timely manner.

Once an order has been submitted, we **immediately** start production. Therefore, once the order is cut, it cannot be canceled or changed. However, if the glass has not yet been fabricated, we will be pleased to accommodate requested changes.

AVAILABILITY:

We try to keep all of our glass options in stock at all times. Due to constraints by our suppliers, any glass 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 ROUNDING & TOLERANCE:

We cut in 1/16" increments. If the size provided is more specific than this, it will be rounded down to a 1/16" of an inch. This should be reflected on your order confirmation. We try to be exact in all of our cuts, but there is **a standard +/- 1/16" cutting tolerance**. If your glass exceeds this tolerance, please take a photo of the glass with a measuring tape showing the size received and email it to us.

PICTURES/SAMPLES:

Not all pictures or samples can accurately display the detail and/or complete texture/coloring of our glass and mirror options. This is especially true if the pattern is large or handmade.

IMPERFECTIONS IN GLASS:

Glass is a thing of beauty, but it is not perfect. Anyone can find imperfections in glass if they look close enough and hard enough. Imperfections include scratches, spots, seeds, bubbles, etc.

Industry standards allow for these imperfections depending on certain factors. For the strictest ASTM standards, visual inspection should occur at least 10 feet away, facing the glass straight on at 90 degrees, in daylight (but not direct sunlight), only inspecting the central 80% of the glass. This inspection should be under 5 seconds if the piece is under 6 square feet... Phew, and that is a short summary.

Our quality control is at a much higher standard. We would not knowingly send out glass with obvious imperfections. Regardless, our standard rule is **"If it is not easily visible from a distance of 6 feet, it is not considered a defect."**

CONSISTENCY:

Some glass options are less consistent than others and may have larger bubbles, striations, patterns 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.

ANTIQUÉ MIRROR:

Antique Mirror is a handmade product. Variations in color and pattern are characteristic of the glass. The sheets can differ from run to run and from one side of the sheet to the other. Where the piece is cut from can vary greatly. We have large pictures available that can give a better idea of the variety of each type of mirror. **Please note that the samples and pictures are not fully representative and can only give you a feel for the style of the mirror.**

ULTRA CLEAR:

Ultra Clear is a low iron product. With less iron, the glass is more transparent than regular clear glass and has **LESS** of a green tint. This can be ideal for display cases and shelves for light transparency through the glass. It is impossible to produce glass with no iron at all. Even Ultra Clear or low iron glass will have some green tint. This is more evident in larger pieces. The larger the piece, the greener the tint on the edge of the glass.

THIN LAMINATE SERIES:

Small particles and lint can get caught in the laminate insert. This can be noticeable in the solid opaque colors, especially white. Small dots are usual and can be expected.

DAMAGE POLICY:

UPS Ground Damages: Please inspect your glass for damage at the 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 email them to us. We will process the damage claim with UPS and remake your order at no charge.

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

SAFETY GLASS:

We recommend tempered or laminated glass for all applications 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 vary by state, county, city, town or borough.

RETURNS:

All products are custom cut and cannot be returned. If there is a problem, we can work with you to come to a equitable solution.