

Warranty Information

Copper Free Mirror

This warranty covers your copper-free mirror for a period of **1 year** from the date of purchase, provided it is used under normal conditions and installed according to our guidelines.

What is Covered:

For one year, we guarantee the mirror will:

- Be free from visible flaws (seen from 3 meters away) that exceed industry standards.
- Not suffer from edge separation or delamination (except within 6mm of the edge).
- Not have its coating peel or crack under normal use.

What You Must Do (Your Responsibilities):

This warranty is valid only if:

- The mirror is not cut, altered, or processed after you receive it.
- It is installed and maintained exactly as we recommend, avoiding damage during installation.
- It is protected from prolonged moisture, extreme heat (over 70°C), harsh chemicals, abrasive materials, and the outdoor environment.
- No foreign materials (like adhesive films or harsh cleaners) are applied to the surface.

If Something Goes Wrong:

If you believe there is a manufacturing defect, you must:

- Notify Planet Glass **immediately** and no later than **7 days** after discovering the issue.
- Do not return the mirror without our prior approval. We may need to inspect it first.

If we confirm a defect covered by this warranty, we will, at our option, either replace the mirror or refund your original purchase price.

Important Notes:

- This warranty is in addition to your rights under Australian Consumer Law.
- It does not cover glass breakage (unless due to a material/manufacturing defect up to the rated wind pressure), damage from misuse, or any consequential losses.
- A replacement mirror will be covered for the remainder of the original 1-year warranty period.