

Warranty Information

Laminated Safety Glass

1. What This Warranty Covers (2-Year Period)

For 2 years from the date of manufacture, Planet Glass guarantees the Product will:

- a). Have no visible flaws (like spots or marks) that can be seen from 3 meters away, except for minor imperfections allowed by the AS4667 standard.
- b). remain free from edge separation or delamination other than that which occurs within 6mm

2. What We Will Do if the Product Fails

If the Product fails to meet the standards in section 1 due to a manufacturing or material defect, Planet Glass will, at its choice, either replace the Product or refund the original purchase price. This warranty is in addition to your legal rights as a consumer under Australian law.

3. Conditions for the Warranty to Apply

This warranty is valid only if:

- The Product is used in its original size and shape—any cutting or alteration voids the warranty.
- The Product was undamaged when you received it.
- The Product is protected during installation from abrasive materials like wet cement or metal.
- The Product is installed, cleaned, and maintained exactly as we recommend.
- The installation prevents moisture from being trapped against the glass edges.
- The Product is not exposed to harsh chemicals, prolonged water, or unusual radiation (beyond normal sunlight).

The warranty is void if the Product is misused, or if materials like adhesive films, harsh cleaners, or signage are applied by anyone other than Planet Glass.

4. How to Make a Claim

You must report any product failure to us immediately. If we aren't notified within 7 days, your warranty rights may be lost. Do not return the product without our permission, as we may need to inspect it on-site. You are responsible for any costs involved in making the claim and may need to provide supporting documents.

5. What Is Not Covered

This warranty does not cover glass breakage unless it is due to a manufacturing defect. It specifically excludes breakage from accidents, improper installation, or events exceeding the design wind pressure standards (AS/NZS 1170.2 and AS1288). We are not liable for any secondary damages or losses that occur after installation.

6. Warranty on Replacements

Any replacement product we provide will be covered for the remaining term of the original product's 2-year warranty.