



Hgf-044



Highland Glass Replacement Policy

- **All glass must be inspected on delivery for visual defects**
- **Scratches & chips will not be warranted once driver has left your premises**
- **Glass will only be deemed defective if the defect is clearly visible from 2 metres, observing the glass panel from both 90° and 45° perspectives.**
- **To evaluate any given panel, the glass needs to be put in an almost vertical position with either a white or clear air background.**
- **Glass that is returned by “nose on the glass inspections” will not be replaced at no charge.**
- **No glass will be accepted for replacement after delivery, except for:-**
 - **Glass cut to wrong size. (refer attached size tolerances)**
 - **Glass drilled or cutout incorrectly**
 - **Incorrect edges polished**
 - **Incorrect product supplied.**
 - **Incorrect panels will be replaced, not credited.**
- **UNDER NO CIRCUMSTANCES—Glass will not be accepted for return with any adhesive /silicone residue or tape applied, or painted splashbacks.**
- **All glass replaced under warranty and when returned for inspection deemed not to be covered will be re invoiced to the client.**
- **If you have any questions or you are uncertain as to whether you have received defective glass, please contact Highland Glass office to arrange inspection.**



Hgf-044



Highland Glass Replacement Policy



NO WARRANTIES WILL BE ACCEPTED IF THEY ARE WITHIN THE FOLLOWING SPECIFICATIONS, IN ACCORDANCE WITH THE AUSTRALIAN STANDARDS AS2208.

SIZE TOLERANCE

SIZE TOLERANCE FOR ALL GLASS OF STANDARD NOMINAL THICKNESS

millimetres

Standard nominal thickness	Tolerance Limits			
	Non-Patterned		Patterned	
	<1200	≥1200	<1200	≥1200
3	± 2	± 2	± 3	± 4
4	± 2	± 2	± 3	± 4
5	± 2	± 2	± 3	± 4
6	± 2	± 2	± 3	± 4
8	± 2	± 2	± 4	± 5
10	± 2	± 3	± 4	± 5
12	± 2	± 3	± 4	± 5
15	± 2	± 3	-	-
19	± 2	± 3	-	-
25	± 2	± 3	±	±

SQUARENESS OF RECTANGULAR PANELS

The squareness of rectangular panels shall be such that the difference between the two diagonals does not exceed 5mm for panels where the largest dimension is less than 1200mm and 10mm for all other panels.





Hgf-044



FLATNESS REQUIREMENTS

The flatness of panels shall be within the following limits:

- (a) Localized warp 1.0mm over any 200mm span.
- (b) Overall bow and warpage as per table 2.3

millimetres

Standard nominal thickness	Bow		
	0-1500	1501-3000	3001-5000
3	1 in 200	1 in 150	-
4	1 in 200	1 in 150	-
5	1 in 300	1 in 200	1 in 200
6	1 in 350	1 in 250	1 in 200
8	1 in 400	1 in 300	1 in 250
10	1 in 400	1 in 300	1 in 250
12	1 in 400	1 in 300	1 in 250
15	1 in 400	1 in 300	1 in 250
19	1 in 400	1 in 300	1 in 250
25	1 in 400	1 in 300	1 in 250

NOTE:

Flatness measurements shall be checked against a straightedge with the panel standing within 5° of vertical and measurement taken horizontally.