Warranty

ETG Mirror Glass

October 2025

EI GLASS TECHNOLOGY COMPANY .LTD
No. 7A, Street No. 11, Thu Duc Ward,
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Warranty

ETG Mirror Glass Products

EI Glass Technology Company .Ltd ("ETG") (and any of its subsidiaries, divisions, affiliates, relates and associated companies, trusts & other entities and/or any successors and/or assigns) (“the supplier”) hereby supplies to the buyer the following warranty in respect of its product ETG Single Mirror products (“the product”) which is to be read at all times together with, and subject to, the EI Glass Technology Company .Ltd “Standard Terms & Conditions of Trade”.

The product is covered under the warranty contained in the following clauses for a period of 2 years from the date of manufacture.

1. ETG warrants that it will replace and deliver to the original point of delivery to the buyer, all products free of charge which in the opinion of ETG, but not otherwise, is of faulty manufacture.

2. This warranty provides free replacement of product or refund of the original invoice value, ETG accepts no liability for personal injury, loss, claims, property damage, or labour, material, or other costs, however caused or arising, whether direct or indirect.

3. The Warranty applies only to the product in the size, shape and form supplied by ETG to the buyer. Any product undergoing claims, property damage, or labour, material, or other costs, however caused or arising, whether direct or indirect.

4. This warranty does not cover product failure in the event of excessive stress around holes or notches due to incorrect mechanical fixing techniques

5. This warranty shall not apply where any one or more of the following circumstances occur:

A. If the product’s surface coating or backing is broken or fractured.

B. The product is damaged by improper installation.

C. The product is subject to standing water or other liquids.

D. The product is subject to abnormal stresses from the load application of heat, excessive vibration or building movement.

E. The product coating or backing is attacked by incompatible sealants, adhesives, glazing lubricants, cleaning fluids, moisture runoff, paint, or insulation solvents.

F. The product is installed in wet or damp areas without a suitable edge sealer applied to the edges.

G. The product is installed in swimming pool enclosures, bath enclosures, refrigerated areas or used externally without written approval of the installation method.

6. The glass used in the product manufactured by ETG, if supplied by the buyer, is to have confirmed in writing or warranted by the supplier to comply with ETG product specifications and adhere to any relevant TCVN Standards.

7. By accepting delivery, the buyer acknowledges that the product was undamaged and free from any defects at the time of delivery.

8. The buyer acknowledges that after receipt of the product, the product is to be protected from contact with any foreign objects, Metals, chemicals, liquids, or materials likely to cause damage to it. The buyer also acknowledges that the product is not to be exposed to chemical fumes or gases other than those present in normal clear atmospheric air, nor is exposed to “prolonged” exposure to water or moisture which may cause rainbow type staining, nor is exposed to radiation of any type, other than normal sunlight – unless using vinyl back mirror where the vinyl coating must be protected from direct sunlight.

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9. The buyer acknowledges it is their responsibility to ensure glass is glazed in accordance with TCVN 14133:2024 “Glass in Buildings - Mirrors from silver-coated float glass for internal use” - Selection and installation including that the product must be installed in a manner that prevents “prolonged” contact with moisture at the glass edge.

10. The product must not to be installed close to any heating device or function that could heat the products temperature greater than 40°C unless specifically permitted by ETG in writing on a case by case basis.

11. This warranty is void if damage or breakage occurs from events outside of human control, or, if buyer has misrepresented the Intended purpose of the product in any way, or, if the manufacture method and or composition of the glass in question is outside the scope of TCVN 14133:2024.

12. It is the buyer’s responsibility to request a thermal assessment for products prone to risk of thermal breakage, such as coated and tinted solar absorbing products and note that:

a) A thermal assessment will evaluate the probability of high energy thermal breaks occurring in the design. Low energy thermal Breaks, which largely occur due to faults on edges cannot be covered in thermal assessments, and to this end it is the buyer’s responsibility to ensure that products at risk (i.e., coated and tinted solar absorbing or any other annealed products) are not glazed when damaged or shelled. This risk can be negated by specifying heat strengthened or toughened products or reduced by flat grinding.

b) It is the buyer’s responsibility to accept recommendations made in the thermal assessment or any other recommendations by EI Glass Technology Company .Ltd

c) The buyer acknowledges that breakage of installed glass due to Thermal Stress breakage is not covered under this warranty, even if a Thermal Assessments has been conducted, due to the multiple factors outside of ETG control that can activate such breakages.

13. Slight colour variations in glass can occur in glass products due to minor variations in glass manufacturing between batching, Iron content, coating compositions and/or manufacturing conditions. This needs to be considered by the buyer particularly when ordering product over time and/or in circumstances such as within the same façade or design.

14. ETG reserves the right to inspect in situ any glass which is claimed to be defective, and which is subject to a claim under this warranty, any relevant TCVN Standard or Vietnam Consumer Law.

15. This warranty does not limit or affect any rights a purchaser has under Vietnam Consumer Law.

16. The buyer acknowledges that all cleaning, handling, storage and installation of the product is conducted in accordance with ETG Guidelines

(see **ETG Guidelines** on our website).

Effective 10th October 2025

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