Warranty

Toughened Glass

October 2025

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

ETG Toughened 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 Insulated Glass Units (“the Product”) which is to be read at all times together with, and subject to, the ETG “Standard Terms & Conditions of Trade”.

1. The Product is covered under the warranty contained in the following clauses for a period of 10 years from the date of manufacture.

2. ETG warrants that the Product conforms to the relevant thickness, quality, and dimensional requirements of TCVN 7455:2013: “Glass in building – Heat treated glass” and TCVN 7050:2005 “Code of practice for application of glass building - Selection and installation. When requested by the Buyer at the time of contract, the Product can bear permanent identification marking or equivalent Certificate.

3. 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 EI Glass Technology Company .Ltd, but not otherwise, is of faulty manufacture.

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

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

6. The Warranty applies only to the product in the size, shape and form supplied by ETG to the buyer. Any product undergoing subsequent cutting, edge-working, or processing, addition of applied films or any other modification shall be excluded from this Warranty.

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

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

9. 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.

10. The buyer acknowledges it is their responsibility to ensure glass is glazed in accordance with TCVN 7505:2005: “Code of practice for application of glass building - Selection and installation.

11. The product must not to be installed close to any heating device or function that could heat the products temperature greater than 200°C unless specifically permitted by ETG in writing on a case by case basis.

12. This warranty is void if glass is glazed improperly, or, 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 7455:2013, TCVN 7505:2005 and TCVN 7218:2018.

13. The buyer acknowledges the responsibility to request any heat soak treatment in writing, if applicable, as well as accept any recommendation to do so by ETG. Note that spontaneous breakage due to inclusions in the raw glass material such as but not limited to Nickel Sulphide are not covered under warranty and heat soaking does not guarantee the absence of inclusions.

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14. 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.

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

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

17. This warranty is conditional on the product being installed in a manner that prevents prolonged contact with moisture at the glass edge.

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

19. 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 October 2025

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