

KOMO GLASS (SA)

sales.sa@komo.com.au
08 7120 7246
47 Burleigh Ave,
Woodville North 5012

KOMO GLASS (VIC)

sales.vic@komo.com.au
03 9969 2970
Unit 15, 43-63 Princes Hwy,
Dandenong South, 3175

PRODUCT WARRANTY POLICY

1. Australian Consumer Law (ACL)

- 1.1 KOMO Glass Trade (“the Supplier”) warrants that the Customer’s rights under this warranty are in addition to any rights and remedies available under the Competition and Consumer Act 2010 (Cth) and related regulations.
- 1.2 Nothing in this warranty excludes or limits any rights or remedies that cannot be excluded under Australian Consumer Law.

2. Warranty Periods by Product Category

Product Category	Residential Use	Commercial Use
Toughened Glass	10 Years	10 Years
Laminated Glass (interlayer water ingress)	5 Years	5 Years

Warranty period starts from the date of delivery.

Definitions:

Residential Use refers to installation in privately owned homes, apartments, or dwellings intended for domestic use only.

Commercial Use refers to installation in any non-residential environment including but not limited to: offices, retail stores, apartment buildings (common areas), hospitality venues, gyms, public facilities, or any property used for business, public, or rental purposes.

3. Warranty Scope and Limitations

3.1 This warranty covers manufacturing defects only. It does not cover:

- Damage caused during or after installation;
- Misuse, negligence, impact, or chemical exposure;
- Natural wear and tear;
- Scratches, chips, or breakage reported more than 48 hours after delivery;
- Thermal breakage unless laminated or heat-soaked glass was specifically ordered for thermal resistance;
- Minor surface scratches, marks or blemishes that are only visible under certain lighting or angles.

Glass shall be inspected in accordance with AS/NZS 4667:2000 and AS/NZS 2208:2023, which state that:

- Scratches or blemishes are not considered defects unless they are visible when viewed from a distance of 3 metres, under natural daylight (not direct sunlight), with the glass viewed perpendicular to its surface, and observed for no more than 60 seconds.
- Minor imperfections within industry tolerance are deemed acceptable and not subject to warranty claims.

3.2 For laminated glass, this warranty is limited to interlayer water ingress (delamination) only and applies only if all of the following conditions are met:

- The glass has not been cut, edge-worked, or otherwise reprocessed after delivery;
- At the time of delivery, the product appeared undamaged and free from any visible failure;
- The product is installed and maintained in accordance with industry recommendations and any specific instructions from KOMO Glass;
- The product is not exposed to prolonged moisture at the edges (i.e., prolonged pooling or continuous wet contact);
- The product is protected from chemical fumes, abrasive damage, impact from hard materials, or extreme heat ($>70^{\circ}\text{C}$);
- Any sealant used is compatible with the laminated interlayer (consult KOMO GLASS if unsure);
- The intended application has been disclosed to KOMO GLASS before order acceptance, including any thermal or environmental requirements.

Failure to meet these conditions may void the laminated glass warranty.

3.3 Subject to the conditions in this clause, KOMO Glass warrants that:

- For a period of 5 years from the date of delivery, laminated glass will remain free from defects in materials and workmanship;
- The product will remain free from edge separation or delamination except within 20mm of the original glass edges;
- The product will not develop visible defects, inclusions, or faults that are clearly visible from a distance of 3 metres or more, provided such defects exceed the acceptable tolerance levels defined in KOMO Glass specifications (available on request).

3.4 The Customer must report any defect within 14 days of becoming aware of it.

3.5 KOMO GLASS reserves the right to inspect the product in situ before determining eligibility for warranty.

3.6 Additional costs (e.g., labour, transport, scaffolding) are not covered under this warranty.

3.7 Spontaneous Breakage Warranty

KOMO Glass acknowledges that tempered glass may occasionally experience spontaneous breakage due to nickel sulfide (NiS) inclusions. As part of our commitment to product integrity, spontaneous breakage is covered under this warranty for a period of 5 years from the date of delivery, provided that the glass was installed in accordance with industry best practices and not subjected to misuse, edge damage, or external impact.

However, this warranty does not cover any indirect or consequential losses, including:

- Injury to persons;
- Property damage;
- Labour, transport, access equipment, or reinstallation costs.

Customers who require enhanced safety assurance should specify heat-soaked or laminated glass for critical applications. KOMO Glass reserves the right to inspect any reported breakage before validating a claim.

4. Warranty Claim Process

To make a claim, the Customer must:

- Provide proof of purchase (invoice or delivery docket);
- Submit clear photos of the defect;
- Include a description of the issue and installation location.

Claims can be submitted via:

Email: info@komo.com.au

In person: at the original KOMO GLASS site of purchase

Products must remain in the state they were delivered until inspected by the Supplier.

5. Non-Transferability

This warranty is non-transferable. It applies only to the original purchaser of the product. Products that have been resold or transferred are not covered under this policy.

6. Policy Amendments

KOMO GLASS reserves the right to update or amend this warranty policy at any time without prior notice.

The version of the policy in effect at the time of order confirmation shall apply to the relevant products.

Customers are encouraged to refer to the most current warranty terms available on our official website or upon request.

For questions or support, please contact:

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