

Terms and Conditions for scratched glass, both domestic and commercial

- Although extremely rare, incorrect fitting, packing, placement of internal space bars or edge faults can cause glass to crack or shatter when pressure is applied. This is increased when working close to the edge of the frame (typically within 30mm). Foreman Snags Ltd will not be held accountable/liable in such a situation. In such an event, no charges will be made for works carried out on said panes. Foreman Snags Ltd will not be responsible for replacement or any costs relating to replacement of broken glass.
- Should our technicians arrive on site to undertake glass polishing works and be unable to carry out the repairs due to situations and/or conditions beyond our control (etc cracked glass, insecure fittings, inappropriate/hazardous conditions, restricted/no access), we reserve the right to reschedule said works for which there will be a call out charge. Charges for the original visit will still be chargeable.
- If the glass that is to be worked on has been coated with a self-cleaning or similar applied film coating, we will be unable to identify this prior to polishing. Carrying out glass polishing on glass that has an applied film coating could result in discolouration or 'porthole' effects being visible on the polished surface. This can be rectified by polishing the entire pane to which will incur extra charges. In such a situation Foreman Snags Ltd will not be held liable.
- Not being able to view the glass from both sides, either through not having access or through blinds/curtains restricting view, could result in slight haze or misting remaining after polishing. In such an event, a return visit will be required to rectify the situation which may be chargeable.
- Any on-site inductions required will be classed as time on site and charged accordingly.
- The minimum acceptable standard for completed glass polishing works shall be in line with the 'Standards of Visual Quality for Installed Flat Glass' as laid out by the Glass and Glazing Federation.
- Adverse weather conditions. Although we make every effort to confirm the weather conditions for the day, Foreman Snags Ltd cannot be responsible for any time lost due to adverse weather conditions. It is company procedure to monitor weather conditions for upcoming contract locations in the days leading up to the commencement of the works. Should we feel that the weather is unsuitable for glass polishing we will inform you and offer to reschedule. Should you instruct us to proceed on the original date and are unable to work due to the weather, our charges will be for time on site and not for works completed. Any additional labour required to complete a contract will be charged for accordingly.