

TCG GLASS

LIMITED WARRANTY

Deep Planets LLC, dba TCG (“TCG”) provides a Limited Warranty on its products and services. This Limited Warranty forms an integral part of all TCG transactions. The specific terms vary depending on whether the transaction involves the purchase of TCG products, services, or both.

If TCG does not install a product it sells, or if it provides services only, this Limited Warranty applies exclusively to the original purchaser. End users who are not direct purchasers must seek warranty protection from the party who purchased the products or services.

1. Product Warranty (Without Installation)

TCG warrants to the original purchaser that its products will be free from significant defects in materials and workmanship for one (1) year from the date of sale. Remedies available for breach of this warranty are outlined in Section 3.

In some cases, TCG resells products with a manufacturer’s warranty. If a manufacturer warranty applies (and the claim does not involve TCG modifications to the product), the manufacturer’s warranty will take precedence. Purchasers should verify the existence and terms of any manufacturer’s warranty at the time of purchase.

2. Exclusions from Warranty Coverage

The product warranty is void if:

- The product has been materially modified or misused after sale.
- Proper maintenance has not been performed.
- Installation or cleaning instructions provided by TCG (particularly for mirrors) have not been followed.

3. Remedies for Product Warranty Claims (Without Installation)

To submit a warranty claim:

- Provide written notice immediately after discovering the defect.
- Include proof of purchase.
- Send claims to:

Deep Planets LLC, dba TCG Glass
Attn.: Warranty Claims

24310 Moulton Parkway, Suite O-257
Laguna Woods, CA 92637
Email: info@tcgglass.com

If a valid claim is determined, TCG will, at its discretion, either replace the defective product or refund the original purchase price. Labor costs for replacement are the purchaser's responsibility unless otherwise agreed. Remedies are subject to the limitations set forth in Section 7.

4. Product and Installation Warranty

If TCG both sells and installs the product, TCG warrants:

- The product will be free from significant defects in materials and workmanship for one (1) year from the installation date.
- The installation will be performed in a reasonably competent manner.

Manufacturer warranties may apply separately where applicable.

5. Remedies for Product and Installation Warranty Claims

Claims under Section 4 must follow the process described in Section 3.

If TCG validates the claim, it will either:

- Repair or replace the defective product at no cost, or
- Refund the original cost of the product and installation if repair or replacement is not feasible.

This is the sole remedy available. Remedies are further limited as described in Section 7.

6. Service-Only Warranty and Remedies

Where TCG provides installation or other services but does not sell the installed product, TCG warrants:

- For one (1) year from the service date, the workmanship will not cause defects in the installed product.

Claims must be submitted according to Section 3.

If a valid service-only warranty claim is made, TCG will, at its discretion:

- Repair the defect,
- Reinstall the product, or
- Refund the service fee paid.

This is the sole remedy available. Limitations in Section 7 apply.

7. Disclaimer and Limitation of Liability

The Limited Warranties stated herein are the only warranties provided by TCG. TCG expressly disclaims all other warranties, express or implied, including warranties of merchantability and fitness for a particular purpose, to the fullest extent permitted by law.

Under no circumstances will TCG be liable for any consequential, incidental, or indirect damages, including but not limited to:

- Loss of use
- Loss of value
- Delay
- Mold remediation
- Personal injury
- Lost profits

TCG's total liability shall not exceed the amount paid by the purchaser for the product or services giving rise to the claim.

Deep Planets LLC, dba TCG Glass

24310 Moulton Parkway, Suite O-257

Laguna Woods, CA 92637

www.TcgGlass.com