



Diamond Sea Glaze
Crystal Clear. Rock Solid.

PRODUCT WARRANTY

Diamond Sea-Glaze Manufacturing Inc. (hereafter referred to as DSG) warrants their manufactured product against defects in materials and craftsmanship for a period of 12 months from the date of shipment from our facility in Langley, British Columbia.

At its discretion, DSG will repair or replace any defective product with the same or equivalent product within the warranty period. This warranty is limited to DSG product only and does not include any installation or removal costs, shipping expenses, or other associated costs with the product. Furthermore, this warranty only applies where DSG product is used strictly for its intended purpose.

Regarding any claim pertaining to DSG manufactured product, DSG liability shall be limited to the cost of said product to the respective customer.

Exclusions from Warranty:

- Failure to perform reasonable or necessary maintenance.
- Product that is altered in any way or installed incorrectly.
- Failure of performance due to improper application.
- Discoloration and general “weathering” of the product due to exposure any of the following elements: Wind, Salt, UV light, erosion, snow, hail, rain or ice.
- Breakage of laminated or tempered glass.
- Negligence or exposure to harmful chemicals or pollutants.
- Any interior damage caused by condensation on the windows.
- Improperly grounded electrical and/or RF systems.
- Insulated glass units, ballistic glass, smart glass and heated glass are not applicable under the general warranty. See product specific warranty regarding these items.

Upon receipt of DSG product it is the customer’s responsibility to inspect the packaging and report any defects thereto prior to signing any shipping documentation that releases the carrier of liability. DSG will not be held responsible for damages during shipping if they are not reported upon receipt of the product.

In the event the Customer wishes to make a warranty claim on DSG manufactured product, the customer must first notify DSG but filling out a Warranty Claim Form. Notification must include the name and address of the owner, the product involved as well as a brief description of the defect. The Customer must receive authorization and a claim number from DSG prior to returning the product. The freight costs to return the product must be born by the customer. If, upon inspection by DSG, the product is deemed defective then repair or replacement will be carried out and the product returned to the customer at DSG expense.

The limited warranties set out above are the only expressed warranties applicable to DSG manufactured product. No other warranties, expressed or implied, are provided.

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