

SHOWER DOOR WARRANTY AND SERVICE GUIDE

When you choose Alluring Glass, you're not just buying a shower. You're investing in craftsmanship backed by people who stand behind their work. Every glass shower door installed by our AG team is built to last and supported by this straightforward and fair warranty.

WARRANTY COVERAGE

AG3 Best – Lifetime Warranty

If you selected our **AG3 Best** option, congratulations! You've unlocked our **Lifetime Warranty** on both glass and hardware. That means:

- You're covered for as long as you own your home.
- Any manufacturing defects in the glass or hardware will be repaired or replaced, **labor and materials included**.
- Service issues like door sagging, silicone pinholes, and sweep replacements are still subject to the terms listed below, but your glass and hardware are protected for life.

AG2 Better & AG1 Good – 3 Year Warranty

For our **AG2 Better** and **AG1 Good** options, you still receive a solid **3 Year Warranty** on all AG installed glass and hardware.

- We'll cover any manufacturing defects and common service issues for 3 years from the installation date.
- This includes labor and materials for approved warranty claims.
- See below for specific coverage and service limitations.

Note: Warranty is valid for the original purchaser only and is non-transferable.

WHAT'S COVERED (For 3 Years from Install Date – AG1 & AG2)

- **Glass & Hardware:** We guarantee all AG-installed glass and hardware to be free from manufacturing defects. If something's wrong, we'll fix or replace it—labor and materials included. (Note: AG3 Best receives lifetime coverage instead of 3 years.)
- **Common Service Issues:** Silicone pinholes, small leaks, and door sagging? We've got your back for 3 years.
 - **Important:** If your wall is flexing more than what a single or double adjustment can fix, you may need a new door. That's not a product defect—it's the wall moving.
 - Visit the AG Website > About Us > Quick Tip Documents and check out "Function Insights" under Wall Flexing for more.

- **Door Adjustments (First-Time Only):** Homes settle. If your door starts to lightly rub—call us.
 - First-time fix is on us.
 - Repeated issues from ongoing wall movement = service charge.
- **Silicone Pinholes:**
 - First-time seal-up is fully covered.
 - Ongoing leaks may require a root-cause evaluation and could result in service charges.
- **Door Sweeps (First 3 Provided):**
 - We leave you with three bottom door sweeps (if needed).
 - Replacements beyond those are easy to swap and available at a small fee.

HARDWARE WARRANTIES

We use top-tier hardware from:

- U.S. Horizon
- CR Laurence
- Frameless Hardware Company

Each manufacturer has its own warranty—check their websites for details.

POLYCARBONATE PARTS – 1 YEAR

This includes:

- Door sweeps
- Side wipes
- Doorstops

These are considered routine maintenance items. They wear over time and are homeowner-replaceable. We sell replacements—just ask!

WARRANTY TERMS & CONDITIONS

- **Who's Covered:** Warranty applies to the original purchaser only and ends if the home is sold or transferred.
- **Proof of Ownership:** May be required for service.
- **Acts of Nature & Abuse:** Not covered. This includes fire, flood, earthquakes, misuse, or alteration of the product.
- **Cleaning Products:** Harsh, abrasive, or non-recommended chemicals void your warranty. Stick to what we recommend.
- **Water Chemistry Issues:** Hard water or improper water chemistry causing discoloration or staining? That's on the water, not the glass.

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SERVICE WORK (FEE APPLIES)

If it's outside the warranty—we'll still help, but a small service fee applies.


Not Covered:

- **Ongoing Wall Flex Adjustments**
 - Repeated misalignment due to home movement = service, not a defect.
- **Water Leaks from Shower Heads/Body Sprays**
 - If water sprays out from user-directed jets (not a glass gap issue), it's a setup issue—not a warranty claim.
- **Glass Breakage ("Spontaneous Combustion")**
 - Tempered glass is tough, but if it breaks, it's almost always due to:
 - An edge hit with a blunt object
 - Rubbing against tile or metal over time
 - Despite the myths—tempered glass doesn't randomly explode.

FINAL WORD: WARRANTY VS SERVICE

At Alluring Glass, we aim to be honest, helpful, and fast. If it's a warranty issue—we'll take care of it right away, no charge. If it's a service need, we're still happy to help—it just may come with a small fee.

Have a question? Think something's off? Call or email us and we'll help you figure it out fast.

 513-321-2527

 www.alluringglass.net

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