



Effective date: November 1st, 2026

SHOWER ENCLOSURE LIMITED WARRANTY & ADVISORY

Dick's Rancho Glass, Inc., the dealer, warrants that its shower-enclosure installation will be performed in a professional and workmanlike manner. Installation-related defects reported within one year of the original installation date will be inspected and, when covered by this warranty, corrected by Dick's Rancho Glass at no charge.

Manufacturer Warranties

Glass treatments, coatings, hardware, hinges, handles, seals and other manufactured components are covered only by the applicable manufacturer's warranty, if any. Manufacturer warranties vary by product and are administered according to the manufacturer's terms, conditions and exclusions.

Dick's Rancho Glass does not make any additional warranty regarding products manufactured by others. Unless specifically stated in the original contract, labor or materials costs required to remove, reinstall or replace a product covered by a manufacturer's warranty are not included.

Water and Steam Leakage

Frameless and semi-frameless shower enclosures are not completely sealed systems. Gaps are required around doors, panels and hardware so that the enclosure can operate properly. Accordingly, shower enclosures are not guaranteed to be watertight, and steam-shower enclosures are not guaranteed to be watertight or steam-tight.

Some water or steam may escape through gaps around doors, hinges, seals, thresholds and adjoining panels. This is not necessarily evidence of defective materials, fit, or installation.

Handheld shower wands and adjustable spray heads can force water through openings that would not ordinarily leak during normal shower use. Customers should avoid directing water toward door edges, hinges, seals, gaps or other enclosure openings. Leakage caused by water being sprayed directly at these areas is not covered by this warranty.

Care and Cleaning Information

Any comments made by Dick's Rancho Glass, inc. or its employees concerning cleaning methods or cleaning products are provided only as general suggestions. They are not endorsements, guarantees or warranties that a particular product is suitable for the customer's glass, hardware, coating, tile, seals, or other surrounding surfaces.

Customers are responsible for reviewing and following the applicable manufacturer's care instructions and verifying that any cleaning product is compatible with all affected materials. Dick's Rancho Glass is not responsible for scratching, etching, staining, discoloration, corrosion, coating damage or other damage caused by cleaning products, chemicals, abrasive materials, tools or improper maintenance.

WARRANTY EXCLUSIONS INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

Dick's Rancho Glass, Inc. warranty does not cover the following items, including but not limited to:

- Glass breakage occurring after installation, repair, or replacement, and customer acceptance, including any unknown cause or spontaneous breakage.
- Damage caused by misuse, abuse, impact, accident, alteration or work performed by anyone other than Dick's Rancho Glass.
- Damage or operating problems caused by building movement, settling, shifting walls, out-of-square openings or movement of tile, stone, countertops, shower pans or other surrounding materials, or any seismic activity of any kind.
- Mold, mildew, mineral deposits, hard-water staining, corrosion or deterioration caused by moisture, chemicals or inadequate cleaning or maintenance.
- Normal wear and tear, including the gradual deterioration or discoloration of seals, sweeps, vinyl, gaskets and silicone.
- Leakage caused by directing water toward enclosure openings or by shower heads, body sprays or handheld wands positioned in a manner that forces water through those openings.
- Incidental or consequential damage to flooring, walls, cabinets, finishes or personal property.
- Payment for repairs to any shower tiles that lack proper wall support/wood backing, thin set or mortar behind hardware locations
- Payment for repairs for damage for hidden wires, pipes, or any other hidden construction materials.

WARRANTY SERVICE

Warranty concerns must be reported to Dick's Rancho Glass within the applicable warranty period; not to exceed one year. The customer must provide the original job information and reasonable access to the installation for inspection.

Dick's Rancho Glass will determine whether the reported condition involves its installation workmanship, a possible manufacturer defect, the existing window or door, or another condition outside the scope of this warranty.

This limited warranty applies only to the original customer and original installation location. It is subject to the customer's written contract and does not limit any rights or remedies that cannot legally be waived under applicable law. Purchases by the original contractor are treated the same as the original owners of the property.