

ROMAN GLASS LTD – SPECIAL CLARIFICATIONS & RISK ALLOCATIONS FOR REGLAZING WORKS

These specific terms form an addendum to our standard Terms & Conditions of Business and apply strictly to all quotations issued for the replacement of glass in existing window systems.

1. Statutory Rights & Consumer Protection

- **Consumer (Domestic) Customers:** Nothing in these terms or our main Conditions shall exclude or limit your statutory rights under the Consumer Rights Act 2015. Where works are performed for domestic consumers, exclusions of liability regarding framework damage or operational failure do not apply if the damage is a direct result of a lack of reasonable care or skill by our installation teams.
- **Business (Commercial) Customers:** The absolute exclusions of liability detailed below and in Clause 6.4 of our main Conditions apply without exception.

2. Framework, Beading, and Hacking-Out Risks (Clarification of Clause 6.4g)

- Traditional reglazing requires physical force to remove aged putties and beads.
- Aged timber, metal, and decorative beads frequently become brittle, fragile, and deeply bonded over time.
- It is impossible to determine internal stability until works commence.
- An inherent risk of minor cosmetic damage, fracturing, or splitting to existing frames and beads exists.
- In alignment with Clause 6.4(g) of our main terms, Roman Glass Ltd does not accept liability for the cost of repairing or replacing fragile existing framework or beading.
- Any required remedial joinery or carpentry shall be carried out by others at the customer's sole expense.

3. Window/Door Hardware and Mechanisms (Clarification of Clause 6.4h)

- Our works are limited strictly to glass replacement.
- We cannot verify the internal condition, alignment, or wear of your existing hinges, handles, locks, or opening mechanisms.
- As per Clause 6.4(h), Roman Glass Ltd accepts no responsibility for the operational failure, sticking, or misalignment of pre-existing hardware following the reglazing process.

4. Redecoration and Making Good

- Our pricing is strictly net for the supply and installation of glass.
- We do not undertake any painting, plastering, making good, or redecoration.
- All post-glazing decoration is excluded from our scope of works and remains the sole responsibility and cost of the customer.

5. Hidden Defects

- Hidden defects may become apparent only after the removal of existing glazing.
- Such defects may include, but are not limited to, timber decay, corrosion, structural movement, failed fixings, or deterioration concealed by paint, putty, or glazing materials.
- Any remedial works arising from such defects are excluded from our quotation and may be subject to additional charges.

6. Adjacent Glass Breakage

- Due to hidden structural or thermal stresses often present within existing glazing systems, adjacent panes of glass may crack or fail during removal works despite the exercise of reasonable care and skill.
- Roman Glass Ltd shall not be responsible for the replacement of adjacent panes that fail as a result of pre-existing stresses, structural defects, or movement within the existing installation.
- **Note for domestic consumer clients:** This exclusion does not apply if the damage is proven to be caused by a direct lack of reasonable care or skill by our installers.

7. Maintenance and Painting of Face Putty

- To protect the installation and prevent premature failure, face putties must be painted by the customer after a protective skin has formed.
- The first coat of paint must be applied between 7 and 21 days following installation.
- The final coat must be applied within 28 days.
- The paint finish must overlap the putty and extend exactly 2mm onto the face of the glass to create a correct weather seal.
- Failure to adhere to this schedule invalidates any installation warranty.

8. Perished Gaskets and Water Ingress

- Aged rubber gaskets and weather seals naturally perish, shrink, and split during the deglazing process.
- Roman Glass Ltd does not supply or fit replacement rubber gaskets.
- We will reuse existing gaskets on a 'best endeavors' basis to achieve the best possible fit.
- Because we are inserting new glass into pre-existing, aged window systems, we cannot guarantee the performance of the original frame or protect against future water ingress or leaks.

9. Access, Site Preparation, and Working Space

- **Scaffolding:** Unless explicitly itemised in our quote, the cost of external scaffolding, specialised access platforms, or lifting equipment is excluded and must be provided by the customer.
- **Concealed Services:** We accept no liability for accidental damage to unmarked, hidden sub-surface installations (e.g., unmapped wiring or pipework behind reveals).
- **Site Prep:** The customer must clear all furniture, blinds, curtains, and ornaments from the work area prior to our arrival. We accept no liability for cosmetic damage to items left in the working zone.