

General information and quality policy

Version: 8

General terms of agreement:

All deliveries and services of CE Glass are exclusively based on the framework contract (FC). Any other conditions of the client can only be enforced by the written confirmation of CE Glass. Conditions that are not included or different from those in the framework contract (FC) are specified in the confirmation of order. By accepting the confirmation of order, the client acknowledges the general framework contract (FC) of CE Glass..

CE Glass Industries:

- CE Glass Zrt..
- Classic Construct Kft.
- CE Glass 2007 Zrt.
- CE GLASS 1989 KFT.
- Architec Plus Kft.
- Facility-In Kft.
- GB Investor Kft.

Warranty

CE Glass Industries accepts complaint only if the utilization of the produced or sold items are in accordance with the prescribed standards and instructions.

CE Glass Industries guarantees

- 5 years warranty for structures of insulating glass in case of water condensation between panes, except breakage and external damage
- 1 year warranty for other products
- warranty of tempered glass for spontaneous breakages which warranty is valid only the duration of delivery to the client's site.

Return policy:

We accept a return only if storage and manipulation requirements are fulfilled. All distributors and customers of insulated glass and supplements must provide appropriate storage conditions in order to ensure the durability of these products and a prompt warranty procedure. Warranty offered by CE Glass Industries does not cover further haulage, installation, wage, penalty or any other expenses. The customer has to assure the opportunity of the examination of reclamation for the manufacturer. Announcement of complaints always must be sent via e-mail in the interest of exact traceability (it is also applied to breakages whether they have been recorded on the delivery note or not, as the replacement is quicker in many cases than the returning delivery note). Breakage occurred during transportation must be represented on the delivery note. As long as the breakage has not been listed on the delivery note, the complaint must be reported within 24 hours, which is handled by individual treatment.

The complaint request must include the following:

- Data of the claimer
- Manufacturing product ID
- Photo of the fault
- Description of the fault
- The name and the phone number or e-mail address of the contact person
- The amount/number of the faulty items
- Rack ID number (racked items)
- The specimen (racked items)
- Delivery note/ CMR copy

We reply to complaints either by sending a "confirmation of order" or a note/inquiry with a photo enclosed via e-mail or by mail. The replacement of the item depends on its properties. Regarding racked items, pane items it also depends on the return policies of the raw material manufacturer/supplier. Please return items with the next load. Further damage of the return should be avoided. Provide the identification of the pane and mark off the place of the fault to facilitate the analysis. All rightful returns will be accepted and replaced. If the item does not return to our premises within 30 days, we deny the return and charge you for the exchange.

If in case of a rejected complaint the Buyer does not respond in writing within 2 working days from the rejection, whether he has a claim for the complained items, the Seller is entitled to discard them without any prior notice. If the Buyer needs the products affected by the complaint, he has 14 days to deliver them at his own expense. After two weeks of unsuccessful delivery, the Seller reserves the right to discard the products without prior notice.

Do request details of warranty and storage every time before purchasing racked and/or pane items, special insulated glass or supplements.

Lease-work

All items sent for lease-work must be specified by the client. When taking on lease-work, only the amount is recorded, quality control is only applied prior to manufacturing. We suspend lease-work and inform the client if the item has a defect. Regarding lease-tempering, we do not offer warranty for breakage and we also charge the client for the lease-work done on the broken panes. The client must pay for the replacement of the raw-material.

Quality policy:

Judgement must be conducted by the following principles and criteria detailed in table no. 1st.

Evaluation must be done for visible surfaces of installed glass units. This policy has been set up by the principles of the Glass Industry Association and the public company EMI, complementing the list of standards. There are limitations to this policy regarding specially manufactured glass products. These are, for example, internal components (for example georgian bar), items manufactured by using patterned glass, certain safety glass products, and fireproof glass items. These glass products must be evaluated by taking aspects into consideration such as raw-material, manufacturing methods and instructions of the manufacturer. This policy excludes the evaluation of edges of glass products. The ways of application must be specified when ordering merchandise.

Examination

As principle, transparency, that is the inside view is the deciding factor during the examination and not the outside view. Fault spots must not be marked before the examination.

Glasses listed in Table no. 1 must be examined from at least 1m away, moving outwards, and from an angle that comply with the general purpose of the room. The examination should be conducted in normal daylight conditions (for example cloudy weather without direct solar radiation) or in artificial light. Direct sunlight should be shielded in the room before the examination. Indoor glass items must be examined in diffuse light conditions that comply with the normal brightness of the room and should be conducted at right angles. The external evaluation of the glass (for example outside view) must be conducted with the corresponding distances. Examination rules and distances of the corresponding product standards might differ from those above and are not part of this policy. The requirements of these product standards can not be always fulfilled on the spot.

Table no. 1 applies to float glass, one layer tempered safety glass (ESG), heat strengthened glass (TVG), to safety glasses covered with foil (VG) or PVB – EVA foil (VSG) with or without coating and to glass products made of these.

General information

Properties of glass products (for example soundproofing, heat insulation, opacity) that are specified for different purposes apply to a specific size sample part. Due to differences in size, combination, the surroundings and external effects the specified values and appearance may differ.

Due to the large number of different kinds of glass, Table no. 1 can not be applied without limitations. Regarding such (for example safety glasses), the specific requirements must be evaluated considering usage and application circumstances. When evaluating certain parameters, specific properties of the product must be considered.i.

Delivery

The following documents are attached to the shipment:

- Delivery note for products (includes product ID as well)
- Rack delivery note
- Invoice, if spot cash
- Rack list (attached to the box with customer ID)

Storage of insulated glass

Insulated glass products must be stored indoors and be protected from direct solar and other kinds of radiation. We do not offer warranty for temperature-caused breakage due to inappropriate storage. The deck of the store must be solid and sufficiently even. Products must be stored at an angle of 6°, in vertical position, on a rubbercoated surface (no parts of the product can touch solid surfaces). Cork cubes or other material softer than glass must be applied between products to provide a sufficient distance between them. The temperature of the store and the utilization place must be the same. If there is significant difference between these, then preliminary heat tempering must be applied before utilization. The risk of breakage is higher under +10° and above +30° Celsius. We do not take the responsibility for breakage or damage due to inappropriate storage.

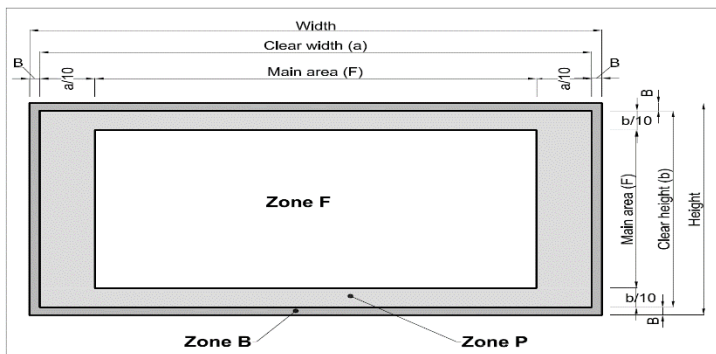
Storage of racked, pane glass and supplements

Store glass in a clean, dry place protected from weather. The relative humidity of the store can not exceed 70%. Temperature must be at least 15° Celsius. No glass products (supplements) can be stored out of doors. Condensation on the glass must be prevented. Provide sufficient ventilation and always start utilizing with the items you received the longest time ago. Assuming ideal storage circumstances and moderate humidity, coated glass in original packing can be stored without damage up to 6 months from manufacturing. Do inspect the merchandise before acceptance and immediately report on damages if any. Do not remove the rack ID until the rack is not entirely empty.

The present quality policy is subordinate to contractual agreements, laws and standards

Table no1.

Tone	Zone description	Limits per unit:
Grip section (margin width)	A 18 mm-wide belt from the edge	Outer, flat edge-damages and “shells” not affecting the mechanic strength or the utilization and do not exceed the margin width of the item. Inner shells without fragments, filled with packing material (not affecting the mechanic strength or the utilization and do not exceed the margin width of the item). Dot-shaped or surface-like residues and scratches in any number.
Periphery	The edge (10%) of the visible area after utilization	Bubbles, spots, flecks, dot-like residues, etc.: Pane area under 1 m ² : max. 4, <3 mm in diameter each Pane area above 1 m ² : max. 1 in each meters of the total circumference, <3 mm in diameter each∅
		Surface-like residues between panes (transparent spot, visible from a certain angle): Whitish-grey or transparent, max. 1 < 3 cm ²
		Scratches: total length: max. 90 mm, individual length: max 30 mm
		Hairline scratches: not allowed in bulk
Central section	The central area of the glass except the two areas above	Bubbles, spots, flecks, dot-like residues, etc.: Area under 1m ² : Max. 2, smaller than 2mm in diameter each Area between 1 and 2 m ² : Max. 3, smaller than 2mm in diameter each∅ Area above 2 m ² : Max. 5, smaller than 2mm in diameter each
		Scratches: total length: max. 45 mm, individual length: max 15 mm
		Hairline scratches: not allowed in bulk
Periphery + Central section	The central area of the glass, the two previous sections taken together	The threshold numbers are the same as the ones for the periphery area. Bubbles, spots, flecks, dot-like areas, etc. in a range between 0,5 mm and 1 mm are permissible without surface limitations, except for bulk-like accumulations. Accumulation occurs when at least 2 unmarked faults can be found in a circular area of 20 cm in diameter.



Zone B = non-visible area after installation: width: 18 mm (no applicable restrictions except for mechanical type damages to the edge)

Zone P = Edge area: surface area equivalent to the 10% of the free width or length (falls under less strict restrictions)

Zone F = Main area: (falls under the strictest restrictions)

Warning!

Faults smaller than 0,5 mm are not to be considered. Areas of clutter may not be larger than 3 mm.

Laminated glass (VSG or VG):

1. Numbers indicating the frequency of faults for the central and peripheral areas must be increased by 50%.
2. Due to technological reasons, undulation may occur on laminated glass units bound with resin (VG).

Tempered glass (ESG), heat-strengthened glass (TVG) and laminated glass units made from these glass types:

1. For every 300 mm of measurement space, (local) undulation upon the glass surface may not be greater than 0,3 mm. (except for rolled glass made of ESG or TVG)
2. Deviation from surface alignment, considering the circumferent area of the glass, may not be greater than 3 mm per running meter. (except for rolled glass made of ESG or TVG)

Naturally, visual evaluation cannot cover a series of inevitable physical phenomena, which may appear on open glass surfaces. These are:

- interference
- distortion
- anisotropy
- condensation on the outside surface
- spots or flecks on wet or moist glass surfaces (stemming from standard usage)

Painted or printed glasses

The whole width of the area that is covered may be ignored insofar as it does not affect the function of the glass lite. Inspection is performed under light that is equivalent to natural light, against a dark background, with the glass lite set up in a vertical position, from 1 meter distance, for ca. 30 seconds.

- *Color effects and transmission*

In case the glasses needed for the architectural glazing of a building is ordered in more than one parts, inhomogeneity in color may occur due to the different production batches (paint, glass). If this occurs, the responsibility solely lies with the Buyer.

- *Defects within tolerance*

1. General restrictions

- paint marks of 0.5 – 1 mm in size on non-painted areas may occur min. 200 mm from each other
- Printing defects that are not visible if one’s palm is placed under the glass are allowed.
- Non-painted edges or areas 3 mm from the ground edges or drilled holes are allowed.

2. Complete surface painting

We do not recommend these glasses (parapet) to be installed where they are directly hit by light. Complaints are only accepted in case of defects that are visible against a dark background.

Defect surface ≤ 0.5 mm ²	not considered as a defect
0.5 mm ² ≤ defect surface ≤ 1.0 mm ²	defects of max. 6-dot size or a line, located 50 mm from the other within 1 m ² of surface
1.0 mm ² ≤ defect surface	defects of max. 4-dot size or a line, located 50 mm of each other

3. Screen painting

- the overlapping dots between the first line of halftone dots and the first line of dots is not a defect.
- halftone dots only count as full dots if they are more than 50% visible in terms of intensity or form.
- Not printed dots:
 - Ø0.5 mm – ignored, they are inevitable due to the procedure;
 - Ø0.6 – 1 mm – 5 dots may be missing in a cluster or interspersed on a surface area of 50 mm
 - Ø1 – 1.5 mm – up to 4 dots may be missing on 50 mm;
 - Ø 1.5 – 2 m – max. 1 defect may occur on 50 mm

4. Decor painting

5% non-printed area is admissible, if it does not distort the pattern

- *Correction*

Correction of the painted area is allowed if the diameter of the defect is not bigger than 3 mm or in case the defect will not be visible after the glass is installed, and the ceramic paint layer will still comply with the requirements