

Serene Glass Limited Lifetime Warranty

Terms and Conditions:

Serene Glass extends this warranty exclusively to the original consumer purchaser and is nontransferable. Our commitment to quality ensures a lifetime warranty for all frameless enclosures, while framed and semi-frameless designs are covered for one year. Enclosures obtained through a builder, contractor, designer, etc. (not directly by the homeowner) carry a one-year warranty.

Serene Glass undertakes to repair or replace any defective material, excluding glass faults such as scratches, chips, breakage, and hard water stains. Wear and tear items, such as vinyl, can be obtained at no charge by visiting our office.

We disclaim liability for conditions resulting from misuse or abuse, failure to clean or maintain glass, structural changes to the surrounding installed area causing damage, or any acts of God. Serene Glass assumes no responsibility for issues arising from items within walls, including water pipes, electrical wiring, and insufficient mounting support. It is the original purchaser's responsibility to ensure adequate backing and support within the wall for the glass enclosure's weight. We are not liable for cracked surface materials during new installation or removal of existing enclosures, such as tile (e.g., glass tile, porcelain tile, ceramic tile, decorative tile), cultured marble, granite, and acrylic/fiberglass shower pans. Repair or replacement of such surface materials is the purchaser's responsibility to complete the installation of the shower glass enclosure. After removing existing framed enclosures, discoloration or stains on tile, cultured marble, marble, granite, etc., may occur, and Serene Glass is not responsible for removing such stains after removal.

Defects in glass and hardware, such as scratches and chips, must be reported within 24 hours of completed installation. Replacement hardware (clamps, hinges, handles, etc.) is not included.

Due to the inherent nature of brass, we do not warranty any polished brass finishes.

Concerns about water leakage after installation will be addressed within our control. Unreasonable use, such as spraying shower wands directly at door gaps, is not considered a warrantable concern. Non-warranty concerns include improperly sloped shower curbs/lips, resulting in leakage outside the shower area, or similar workmanship defects causing water loss. The purchaser must consider the positioning and aim of the showerhead(s) and detachable shower sprayers to avoid water leakage. Our installers will notch decorative or protruding tiles or other structures, and Serene Glass is not liable for any leakage, damage, breakage, or flaws due to this process.

Installation Details:

All shower enclosures are installed based on field measurements performed by a Serene Glass representative. Measurements include centerline glass placement with customary gaps, including 3/16" around all glass/tile edges and 1/8" on glass/glass edges except for the door area. Door gaps are as follows: 1/4" at handle side, 1/4" at hinge side, and 7/16" at the bottom. Out-of-square measurements are applied to the fabrication of glass to maintain a consistent and level placement with no significant deviations in the installation gaps mentioned above. Gap measurements may not be exact at installation as those taken at the time of pre-installation. All attempts are made to maintain pre-installation gaps to provide a consistent gap throughout all edges.

By providing a deposit, you agree to the order, the terms of the warranty, and to pay in full at the time of installation. Orders may not be canceled once placed and are subject to additional charges if changes are made.