

GLASSISIMO WARRANTY POLICY

2025

GLASSISIMO

Commitment to Excellence

Every GLASSISIMO product is custom-made with exceptional craftsmanship and technical precision. Each piece is hand-finished with meticulous attention to detail.

At GLASSISIMO, quality is not just a promise it's our DNA. Every product reflects our dedication to design, innovation, and excellence. We collaborate with certified international suppliers to ensure the finest hardware and materials. Our signature **EXTRACLEAR** glass embodies unmatched clarity, strength, and brilliance. With in-house carpentry and metal workshops, we maintain full control over production, guaranteeing that every detail meets the highest standards.

Lead Times

All GLASSISIMO products are handmade and made to order.

Production lead times vary depending on product type and specifications. Please contact our main office for estimated lead times or additional information. The event that, for reasons attributable to the client, the products remain at our facilities for more than 30 days after delivery notification, storage fees will apply. The storage fee will be 2% of the value of each item per month or fraction thereof, or a minimum of USD 30 per month or fraction of a month, whichever is higher.

Warranty Coverage

GLASSISIMO warrants its products to be free from manufacturing defects in materials and workmanship for a period of one (1) year from the date of delivery to the retailer.

This warranty applies exclusively to:

- The original purchaser.
- The original delivery address.

Exclusions

This warranty does not cover:

- Floor models, display items, clearance or sample sales, or products used in commercial applications.
- Damage caused by weather conditions (rain, wind, hail, sunlight exposure, etc.).
- Damage caused by humidity, condensation, or water infiltration.
- Accidents, misuse, or improper handling of the product.
- Improper cleaning methods or the use of abrasive or chemical products.
- Damage or imperfections resulting from handling and/or transportation after delivery, including but not limited to:
 - Broken or chipped glass.
 - Scratches or scuffs.
 - Damaged or chipped corners.
 - Any other physical damage or defect.

Product Care Guidelines

GLASSISIMO products are designed for indoor use only.

To ensure the longevity of your product:

- Avoid exposure to direct sunlight, humidity, or extreme temperatures (below 60°F / 15°C or above 86°F / 30°C).

GLASSISIMO WARRANTY POLICY

2025

GLASSÍSIMO

- Clean glass surfaces only with a soft damp cloth or mild domestic cleaner. Do not use abrasive materials or strong chemicals, as they may damage finishes.
- For pieces combining materials such as wood, metal, or melamine, clean with a soft cloth only.
- Always place glass tops on flat surfaces using protective plastic or rubber bumpers to avoid stress or cracking.
- Improper use or care may void the warranty.

Service Scope

- All **GLASSISIMO** products are manufactured in Mexico.
- We currently do not have distribution centers or service facilities in the United States.
- Due to logistical limitations, response times for claims within the U.S. may be longer.
- Return authorizations are not issued, and returns are not accepted under this policy.

Claims for Handling or Transportation Damage

Any visible or concealed damage caused during transportation must be reported within 10 calendar days of delivery to the original purchaser.

To ensure a claim can be processed, please follow these steps when receiving your order:

Inspect the pallet and packaging condition before signing the carrier's delivery receipt.

If damage is observed:

- Clearly note it on the delivery receipt.
- Take photos of the pallet from all four sides.
- Open the pallet and take:
 - Four photos of the full piece (one from each corner).
 - Four close-up photos of the damage with a size reference (coin, ruler, etc.).
 - Four photos of the packaging (one from each side).
 - Two close-up photos of damaged packaging details.

All photos and claim details must be sent to customer.service@glassisimo.com for evaluation.

Claim Resolution

GLASSISIMO will review each claim on a case-by-case basis and may decide to:

- Authorize a repair (if feasible). In this case, the customer must provide a local repair quote for review.
- Issue a credit note for the amount paid for the product.
- Provide a replacement product, shipped with the next scheduled order.

Quality Verification

Each product is carefully inspected prior to shipment to ensure it meets **GLASSISIMO's** strict quality standards. Variations in finishes, textures, or tones are natural characteristics of handmade production and are not considered defects.

For additional assistance or questions regarding this policy, please contact:

customer.service@glassisimo.com