

GLASSISIMO WARRANTY POLICY

2025

GLASSÍSIMO

Every product we create is custom-made with exceptional technical specifications, and each piece is hand-painted with the utmost attention to detail.

At **GLASSISIMO**, maximum quality is not just a promise, it's our DNA. Every piece we create reflects a commitment to craftsmanship and innovation. We partner with certified international suppliers to ensure the finest hardware and materials. Our signature **EXTRACLEAR** glass embodies unmatched clarity, strength, brilliance, and purity—raising every design to a new level of sophistication. With our in-house carpentry and metal shop, we maintain complete control over quality and production, guaranteeing that each detail meets the highest standards.

Warranty Coverage

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

This warranty applies only to:

The original purchaser.

The original delivery address.

Exclusions

This warranty does not cover:

- Floor models, display items, clearance sales, or commercial use.
- Damage caused by weather conditions (rain, wind, hail, etc.).
- Damage caused by humidity or water.
- Accidents or misuse of the product.
- Improper cleaning methods.
- Any damage or imperfections resulting from handling and/or transportation after delivery, including:
 - Broken or chipped glass.
 - Scratches or scuffs.
 - Damaged or chipped corners.
 - Any other physical damage or defect.

Service Scope

GLASSISIMO manufactures all products in Mexico. We currently do not have distribution centers or service facilities in the United States.

As a result, logistical limitations and longer response times may occur when handling claims related to transportation or delivery within the U.S.

Please note that return authorizations are not issued, and returns are not accepted under this policy.

Claims for Handling or Transportation Damage

Any damage caused by transportation must be reported within 10 days of delivery to the original purchaser.

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

- Authorize a repair, if the manufacturing defect allows. In this case, the customer must obtain a local repair quote, which **GLASSISIMO** will review to reach a mutual agreement.
- Issue a credit note for the amount paid for the product.
- Replacement of damaged product, to be sent with the next scheduled order

Receiving Orders

To ensure a claim can be processed, the following steps must be taken when receiving a **GLASSISIMO** order:

- Inspect the pallet condition before signing the delivery receipt.
- If pallet damage is observed:
 - Note it clearly on the carrier's delivery receipt.
 - Take photos of the pallet from all four sides.
 - Open the pallet and if the product is damaged:
 - Take 4 photos of the full piece, one from each corner.
 - Take 4 close-up photos of the specific damage, including a size reference (coin, ruler, etc.).
 - Take 4 photos of the packaging, one from each side.
 - If the packaging is damaged, take 2 close-up photos showing the detail clearly.

The photos must be received for the evaluation process to continue, and all claims must be reported to: customer.service@glassisimo.com