

TERMS & CONDITIONS

1. PROCESS : Glass is processed as per EN standards.
2. Ex-Works: Above rates are EX works at Derabassi
3. Payment: 100 % advance
4. Taxes : GST @ 18% Extra
5. Unloading at site including any lift or lead shall be customers responsibility.
6. Validity: Our above offer is valid for 7 days Only.
7. Above rates are based on current rates of raw materials, customs duty and exchange rates. Variations shall be to buyers account.
8. DELIVERY PERIOD: We usually take 10 working days for toughened, 15 Working days for Lamination and Insulation after the approval of Performa, drawing, template & receipt of advance.
Delivery time is tentative or estimated. Delays can happen due to reasons beyond our control. In case the required raw glass is not available in stock, sufficient lead-time is required for procurement.
9. Part Delivery/Lot Delivery: Part delivery of the order is allowed with prior intimation and delivery schedule. Any transportation charges associated with part deliveries are to be borne by the client.
10. QUALITY ASSURANCE: All Glasses are made on world-class plant and equipment and shall confirm to the highest quality standards. Despite all precautions and pre-dispatch inspections, if any manufacturing defect is found; the customer must intimate

the supplier immediately on receipt of goods. If the customer's claim of manufacturing defect is found to be correct, the supplier at

its own cost shall rectify or replace the defective goods within a reasonable time. The supplier shall not be responsible for any incidental costs like removal or fixing of materials on site or any third party claims on the customer due to such rejections.

11. TRANSIT FORM: Transit form/affidavit/certificate, if required by local sales tax Law will be provided by you at the time of order/before dispatch.

12. STORAGE AND HANDLING: Glasses must be handled carefully to avoid scratches and must be stored in a dry covered place to avoid weathering. No alteration should be attempted at your end. Glazing should be done with proper sealing and dry cavity with weep holes. Any defect due to improper handling, storage or glazing shall not be our responsibility

13. PACKING: if required, will be charged extra as actual.

Wooden case packing if needed, will be charged at, the rate of Rs 1800/- per box . For large sizes > 6sqm per panel, packing will be charged at or Rs 3200/- box.

14. TEMPLATE/DRAWING: As it is a very important factor, we request you to provide very clear drawings with proper labeling done to avoid any confusion. Templates should be provided at our factory location.

15. AMENDMENT: Orders can be amended prior to the approval of

Performa, post confirmation, no amendment, cancellation, hold and any other quality claims shall be entertained.

16. INSPECTION: We request you to check the material before dispatch/unloading, we would not be able to replace or entertain further complaints in any respect.

17. SHAPE CUTTING CHARGES: Will be charged extra.

18. TRANSIT BREAKAGE: Any breakage during transit is covered under our transit insurance policy and Charged @

2 % extra on value exceeding 2% of invoice value. We shall not be responsible for any transit breakage if the mentioned rate is not charged. Any breakage found in the vehicle should be informed to phone-9041811733,

8558057033. Till the time survey is not conducted please do not unload the vehicle under any circumstances if unloading is done without survey then company will not be responsible for that. For all annealed glasses 100% transit breakage at your risk.

19. TRANSPORTATION CHARGES: Shall be extra as per actual.

20. DESIGN/ALTERATION: Any kind of quality complaint after any design/acid work is done would not be entertained

21. UNLOADING OF GOODS FROM CARRIER: It is deemed that the customer shall do unloading of glass, any damage to glass during unloading is not covered by insurance and the client shall be liable for any claim for damage

to goods during unloading.

22. TEST CERTIFICATE: If required, should be asked before approving the Performa invoice.

23. JURISDICTION: All disputes are subject to Derabassi (Punjab) jurisdiction only.

24. DOCUMENTATION CHARGES: For any changes in Performa invoice after approval, documentation charges @ 200/- change will be applicable, subject to discretion of the company.

25. Tempered Glass can break "spontaneously" without provocation in a rare occurrence. MIRAGE is not responsible for such breakages as it is due to NIS inclusion in base raw material. In order to prevent this glass must heat soaked where MIRAGE will be responsible for breakages.

26. Material once ready, if not picked up for the period more than 15 days, will invite storage charges @ Rs. 1000/- Per day as warehouse charges.

27. For pasting all Mirrors / Lacquered Glass / Designer glass, we strongly recommend Dow Corning Silicon, any quality defects / claims / replacements arising due to usage of any degrade quality of silicon's will not be in our scope.

28. Interest will be charged @ 24 % per annum on bills if not paid within time agreed mutually.

29. The buyer shall be responsible for the correctness of the

delivery address as stated in this P.I

30. Errors & Omissions are expected (E & O.E).

31. Billing details cannot be changed under any circumstances once we raise invoice.

32. Billing is as per Performa invoice only.

33. Jumbo size (6 Sq.mtr >= will be charged @ 10% extra, 8 Sq.mtrs >= 20% extra).

34. Payments: All the Payments should be made either by cheque or DD in favor of Mirage Toughened Glasses (P)

Ltd, payable at derabassi. WE DON'T ACCEPT CASH PAYMENTS.

ALL WARRANTY STARTS ONLY AFTER THE CLEARANCE OF THE OUTSTADINGS