

Terms and Conditions

Estimates

1. Estimates are issued based on the information provided by the customer. From surveying or receipt of final sizes and other processing details, prices are subject to adjustment based on the final measurement or details.
2. When preparing a quotation, Opticolour makes every effort to include all elements, however Opticolour accepts no responsibility for information supplied by, or to the customer that is incorrect or omitted. Please triple check all estimates supplied by us as we are only human!
3. All estimates are Ex VAT unless otherwise specified.
4. Estimates expire after 30 days from the date specified unless previously withdrawn.

Supply only orders

1. Written confirmation is required for Opticolour to process an order. Once confirmed no order can be cancelled by the purchaser except with the written agreement of Opticolour. Please note that if we have started production then the product will need to be paid for.
2. Delivery dates specified by Opticolour are an estimate only and Opticolour is not liable for any delays. A delayed delivery of any part of an order does not entitle the customer to cancel or repudiate any other delivery or to refuse payment.
3. Carriage is charged at cost and is dependent on delivery address and quantity ordered.
4. All deliveries are to kerbside only, unless otherwise agreed by writing.
5. Although every effort is made to ensure deliveries are made on the requested and/or confirmed date, we recommend that no installers are booked in for fitting until all items are received and checked. Opticolour accepts no responsibility for third party fitting charges incurred due to late deliveries.

6. Opticolour will endeavour to meet agreed time-lines but where is this not possible it will not be liable for any contract charges, consequential losses or any other costs that might be incurred by the customer unless otherwise agreed in writing in advance. Opticolour are under no obligation to make delivery at any specified time. Time shall not be of the essence with respect only to the Opticolours' delivery obligations and there shall be no liability on Opticolour in respect of any loss incurred by the customer arising from any delay in delivery of the Goods or performance of the Services or any part thereof.
7. Opticolour supplies the adhesive free of charge with all orders. This adhesive must be used to install the glass or the customer's guarantee will be void.
8. Payment terms: Unless otherwise agreed in advance then full payment is required upfront before any glass is put into production. Where credit is agreed, the payment is strictly 30 days from date of invoice unless agreed otherwise in writing. Opticolour reserve the right to withdraw credit with immediate effect where any payment is not paid in full accordingly to our stated terms.
9. When goods are collected by the client or a clients' representative on a supply only basis:
 - a. Where instructed, Opticolour will take reasonable care to ensure the goods are suitably packed, but it is the carriers' responsibility to check this is suitable for their method of transportation.
 - b. Opticolour accept no responsibility for damages to the glass from the time of collection.
10. Where remedial works are required Opticolour will not be responsible for the works or costs involved in the removal and reinstatement of utilities necessary for the remedial works to take place.

Survey and installations

1. Where a price for surveying and installing is included in the estimate the price is based on the following assumptions:
 - a. For surveying: the site will be fully ready for the templating to be carried out during a single visit. The office team will send a list of items that needs to be installed or removed before Opticolour come to carry out the survey. Should the site not be ready and one or more subsequent templating visits are required then Opticolour have the right to make further charges.
 - b. An estimate for templating is always based on the assumption that access to site will be made available between the hours of 8am – 6pm Monday to Friday unless stated.
 - c. For installations: that clear, reasonable and safe access is provided and that relevant surfaces are cleared. Should this prove that to be the case and one or more subsequent installation visits are required then Opticolour have the right to make further charges.
 - d. An estimate for installations is always based on the assumption that access to site will be made available between the hours of 8am – 6pm Monday to Friday unless stated.

2. Opticolour only offer a full measure and fit service. They do not measure glass and then allow the customer to fit it, nor do they install glass which they have not measured.
3. The responsibility for disconnecting, removing, reconnecting and reinstalling any services or appliances lies exclusively with the customer.
4. Where Opticolour are unable to carry out a template or install work as agreed because the site is not ready or available to us then Opticolour will add an aborted visit charge of £90 + VAT to the job cost and the customer is obliged to accept this charge.
5. Should a job be cancelled by the customer after Opticolour have carried out the survey then a £200 + VAT charge will occur and the customer is obliged to accept this charge.
6. Opticolour will endeavour to meet agreed time-lines but where is this not possible it will not be liable for any contract charges, consequential losses or any other costs that might be incurred by the customer unless otherwise agreed in writing in advance. Opticolour are under no obligation to make delivery at any specified time. Time shall not be of the essence with respect only to the Opticolours' delivery obligations and there shall be no liability on the Opticolour in respect of any loss incurred by the customer arising from any delay in delivery of the Goods or performance of the Services or any part thereof.
7. Payment terms: Unless otherwise agreed in advance then a £200 deposit is taken before the survey is booked in the diary then the full payment is required upfront before any glass is put into production. Where credit is agreed, the payment is strictly 30 days from date of invoice unless agreed otherwise in writing. Opticolour reserve the right to withdraw credit with immediate effect where any payment is not paid in full accordingly to our stated terms.
8. Where remedial works are required Opticolour will not be responsible for the works or costs involved in the removal and reinstatement of utilities necessary for the remedial works to take place.

Glass tolerances and notes

Unless otherwise agreed in writing with the customer, Opticolour will manufacture all products in accordance with their own specifications against their own quality control checks. The customer accepts the following:

1. Opticolour work to a tolerance of +/- 2mm. All orders placed must take this into account. Opticolour takes no responsibility to orders which do not fit as long as they are within these tolerances
2. All glass contains various types of flaws or blemishes and when fabricated, the glass may have hairline and light scratches or other imperfections which may be noticeable at close range. Industry standard states that 'Acceptable Deflects' are those which are not visible when the glass is viewed in the vertical position 1 metre away under normal lighting conditions.
3. All internal radius corners are required to have a 6mm radii to produce the glass. Any supply only orders will be produced in this way and it is assumed that the customer is aware of this and has made the necessary amendments to any measurements to accommodate this. Opticolour will not be liable for any costs incurred for mis-measuring on supply only orders.

4. All pieces under 100mm high or wide are too small to go through the toughening machine and will be supplied untoughened.
5. Opticolour will try to give advice wherever possible on the tolerance of glass as early as possible. Sometimes they try to produce a panel of glass which stretches these tolerances too far and a panel may need splitting into several pieces. Opticolour will discuss this with the customer but they must be aware that whilst every effort is made to produce a panel as per the original design, some changes may need to occur due to the nature of the product.
6. To keep the consistency of the glass appearance Opticolour produces the whole job at one time. Where replacement or additional glass is required subsequent to the original product having been manufactured then the customer must acknowledge that some visual variation may be apparent by reason of industry deviations in glass and paint manufacturing processes over which Opticolour have no control.

Painted panels

1. Samples shown or given to a customer are for illustrative purposes only. Opticolour cannot guarantee an exact replication for any item supplied. 99% of our colour matches are approved, however the paint will always look different behind 6mm+ of glass when compared to a painted wall in the same colour.
2. Customers should be aware that when the glass is in-situ that natural light can affect colour perceptions, especially with large expanses of glass particularly in the lighter finishes and this can in some circumstances accentuate the inherent colour of the base glass. We use the clearest low iron glass that we can source, however there will always be a slight greeny/grey tinge to the glass which does affect the lighter colours. White, for example will never look a pure white when compared against white walls, cupboards and worktops.

Prints

1. Opticolour always send out image proofs before the customer's glass is printed. Approval must be gained by writing and Opticolour will not accept any responsibility for the delay of the production of an order due to the response speed of this approval.
2. Full kitchen wraps will be lined up as closely as possible, however the customer must be aware that corners may look out of line due to the 1mm bevel creating an optical illusion. Industry standard states that the glass and image must look flawless when the glass is viewed in the vertical position 1 metre away under normal lighting conditions.

Untoughened Mirrors

1. Untoughened mirror is supplied with a safety backing vinyl on the reverse of the glass. This safety backing must not be removed at any point.
2. There are no guarantees against the untoughened mirror cracking and the customer must be made aware of this. Opticolour would always recommend against the use of untoughened glass behind gas hobs and AGAs and extra care must be taken when plugging in sockets and handling saucepans around the mirror.

Toughened Mirrors

1. During the process of toughening, the glass is cut to size, passed through a furnace travelling over rollers and heated to a very high temperature and then cooled. This 'toughens' the glass. This process can create roller waves (ripples across the glass which are usually perpendicular to the long side.) When the glass is subsequently silvered the waves can become exaggerated, creating a slightly distorted image.
2. Toughened mirror is supplied with a black vinyl on the reverse of the glass. This backing must not be removed at any point.

Antique Toughened Mirror

1. Antique mirrors are obtained by random application of many chemicals. Each piece is unique and by its nature Opticolour cannot guarantee to produce specific design or colours. From a small sample piece there will be more overall variation on the final panels provided. Although every care is taken we cannot guarantee that matching will be achieved and orders are accepted and executed only on this understanding.
2. During the process of toughening, the glass is cut to size, passed through a furnace travelling over rollers and heated to a very high temperature and then cooled. This 'toughens' the glass. This process can create roller waves (ripples across the glass which are usually perpendicular to the long side.) When the glass is subsequently silvered the waves can become exaggerated, creating a slightly distorted image. However genuine antique mirror glass also often has some distortion.
3. All glass contains various types of flaws or blemishes, and when fabricated, the glass may have hairline and light scratches, and other imperfections that may be noticeable at close range. "Acceptable defects" are those defects which are not visible when the glass is viewed in a vertical position from 1 metre away under normal lighting.

Worktops

1. 10-15mm glass will have a significantly increased amount of iron content compared to 6mm glass. We use low iron glass however this will still have a green tint to it. The paint colour of your customers' choice will be affected by this green tinge.
2. Opticolour supply colour coated glass work surfaces. We will provide a 10 year Guarantee on installation and paint; however glass is an abrasive product and can be susceptible to scratches. Opticolour do not accept any liability for scratches after the product has been installed.