



Limited Lifetime Warranty & Conditions of Sale

Terms & Condition

Tennessee Shower Doors is pleased to provide a lifetime warranty for all frameless enclosures and a one-year warranty for all other enclosures, except those purchased through a builder, contractor, designer, etc., which come with a one-year warranty. Please note that this warranty solely applies to the original consumer purchaser and is NON-TRANSFERABLE.

Our company is committed to repairing or replacing any material that may prove defective, except for any glass faults, including scratches, chips, breakage, and hard water stains. We offer wear and tear items such as vinyl at no charge by contacting our office.

Please note that we are not liable for conditions caused by misuse or abuse, failure to clean or maintain glass, or any structural changes to the surrounding installed area that might cause damage, including any acts of nature. Tennessee Shower Doors is not responsible for issues arising due to items inside the walls, such as water pipes, electrical wiring, or insufficient mounting support. The original purchaser is responsible for ensuring that there is sufficient backing and support within the wall to sustain the weight of the glass enclosure.

We are not responsible for cracked surface material at the time of the new installation or removal of existing enclosures. The company will not be held responsible to repair or replace any of the said surface materials that break due to normal drilling. Any defects in the glass and hardware must be acknowledged within 24 hours from completed installation.

Please note that we do not warranty any polished brass finishes. Any water leakage concerns occurring after installation will be addressed to the best of our company's ability and to what is under its control. Any unreasonable use, such as leakage resulting from spraying shower wands directly at door gaps, is not viewed as a warrantable concern.

Installation

We take pride in our work and ensure all shower enclosures are installed after taking field measurements performed by a Tennessee Shower Doors representative. Measurements taken 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 specified. Any out-of-square measurements taken are applied to the fabrication of glass, in order to maintain a consistent and level placement with no significant deviations in the above-mentioned installation gaps.

Upon completion of installation, the purchaser will be given a final inspection of the work performed. Any discrepancies or issues should be brought to the attention of the Tennessee Shower Doors installer at that time. Failure to do so may result in additional charges for service calls.

Payments

By providing a deposit, the customer agrees 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.

Regarding payment and fees, a 50% deposit is required at the time of the order, with the balance due upon completion of installation. We accept cash, check, Visa, MasterCard, American Express, and Discover. If the purchaser's account is more than 30 days past due, a 2% per month finance charge will be applied, with a minimum of \$10.00 per month. If the purchaser's account is placed with a collection agency or attorney, all collection fees, court costs, and attorney's fees will be the purchaser's responsibility.

Please note that once an order has been placed, it cannot be canceled or changed without the written consent of Tennessee Shower Doors. Any cancellation or change request may result in additional fees and charges, as determined by Tennessee Shower Doors.