



Liabilities, Terms & Conditions

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Thank you for selecting the Kruse Glass and Aluminum Ltd. brand. We are committed to providing fantastic products, great service & a policy which showcases a genuine commitment to customer satisfaction.

WHERE & HOW TO SUBMIT A QUESTION OR CONCERN

All Kruse Glass & Aluminum Ltd product or service inquiries may be submitted online via: www.KruseGlass.com

..... Or contact our Branch Locations

Regina: 2201 E Redbear Ave, Regina, SK S4N 6H9 Phone: (306)522-3007

Swift Current: 690 North Railway St W, Swift Current, SK S9H 0A3 Phone: (306)773-2515

Medicine Hat: 1288 Brier Park Rd N.W, N.W, Medicine Hat, AB T1C 0B2 Phone: (403)527-3331

Lethbridge: 1265 3 Ave S, Lethbridge, AB T1J 0K2 Phone: (403)320-4527

RECEIVING DAMAGED GOODS

With many contributing variables surrounding the safe mobility of fragile products throughout the construction, auto, glass and door industry, it's possible that damage may occur during transport. In the event that products are damaged upon receipt, the recipients are required to report, detail and photograph all damaged items and submit the recorded info (including a purchase receipt) within seventy two hours of receiving the product. Send your submissions to: www.KruseGlass.com

INSURANCE

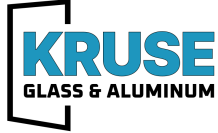
We are commercially insured as we retain a steadfast commitment to industry, safety and compliance standards among many federal, provincial and regional organizations. Proof of insurance can be provided upon request.

PRODUCT WARRANTIES

To learn more about the warranty surrounding an individual component which we supply/install, refer to the product's Manufacturer's Warranty.

ACCEPTANCE OF TERMS

By accepting an estimate, signing a contract, or using our Services, you agree to these Terms and Conditions.



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ESTIMATES & PRICING

Re: Windows/Doors/Railing>Showers: Estimates remain valid for 30 days & customers are required & responsible to provide accurate information.

Any changes, modifications, inaccuracies or misrepresentations which are relevant to the project, its surrounding workspace, environment, or workload requirement; may affect the final cost.

Auto Division: Estimates are valid for 30 days and the rates represent a direct reflection of the descriptive accuracy provided to us. Inaccurate vehicle/model/unit information given to us may require the estimate to be modified.

Commercial Division: Commercial Projects have unique specifications, terms and conditions outlined via accompanying documentation provided on a *per-project* basis.

Repurposing Customer-owned Products: Customer-owned items intended for repurpose/re-install are not covered by Kruse's warranty. Repurpose/reinstall may incur additional costs as increased labour, improved fastening requirements and faulty fitment issues which routinely require resolve when repurposing is preferred.

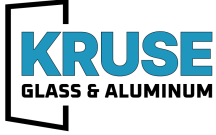
Saving Old Items: Any previously owned items which customers choose to retain, need to be identified by the customer prior to project commencement.

PAYMENT TERMS

Re: Windows/Doors/Railing>Showers/Custom Work 40% down payment (of the sum of the order) is required to initiate all projects. Outstanding balances are due upon the completion of manufacturing/ installation (if required), unless otherwise specified. Remittance may be submitted via credit card, debit, check, or bank transfer.

Auto Division: Kruse Glass retains the right to request a down payment for the order placement of an irregularly stocked item. Outstanding balances are due upon the component's arrival/completion of the product's installation. Remittance may be submitted via credit card, debit, check, or bank transfer.

Commercial Division: Commercial Projects have unique specifications, terms and conditions clearly outlined via the accompanying documentation on a *per-project* basis.



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SCHEDULING & DELAYS

Re: Windows/Doors/Railing>Showers/Custom Work: We provide *Estimated Start Dates* for installation, however dates are routinely subject to change due to the unforeseeable changes in weather, client requests, material delays & jobsite parameters. In the event that significant scheduling adjustments are required, we will notify the Client and make reasonable efforts to reconcile.

Auto Division: Clients are required to arrive with their vehicle/unit no less than 30 minutes before their scheduled install time. Any portion of the customer's unit which will require handling by our service personnel must be reasonably clean, accessible, and facilitate a safe work environment.

Commercial Division: Commercial Projects have unique specifications, terms and conditions clearly outlined via the accompanying documentation on a *per-project* basis

CANCELLATIONS

Re: Windows/Doors/Railing>Showers/Custom Work We always ensure that customers understand the details of their request, order details and project requirements during the estimation/ordering phase of their project. Therefore, order cancellations are rare. Kruse Glass & Aluminum reserves the right to examine a customer's cancellation request in an effort to satisfy the customer's needs best.

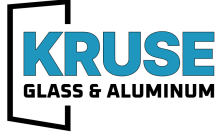
Auto Division: Install cancellations of *regularly stocked items* are common & acceptable, however a 3 day notice beforehand is courteous and preferred.

Install cancellations of *custom ordered & irregularly stocked items* requires a 3 day notice. In this event, customers have two options: 1) reschedule an install to be done within 30 days of the original install date 2) Settle any outstanding balance of the *custom ordered item* and reschedule the install at a later date.

Commercial Division: Commercial Projects have unique specifications, terms and conditions clearly outlined via the accompanying documentation on a *per-project* basis

DISPUTE RESOLUTION

In the event of a dispute, both parties agree to attempt resolution through negotiation or mediation before pursuing legal action. If resolution cannot be achieved through these methods, disputes will be settled by binding arbitration.



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PRIVACY & CONFIDENTIALITY

We are committed to safeguarding the privacy and confidentiality of the personal and sensitive information of our users, clients, and customers. This Privacy and Confidentiality Policy outlines how we collect, use, store, and protect your information. By using our services, you agree to the terms outlined in this policy.

1. Information We Collect

We collect various types of information to provide and improve our services, including:

- **Personal Information:** Information such as name, address, email address, phone number, and payment information that you provide voluntarily when you sign up for our services.
- **Usage Data:** Information about how you use our services, including log data, device information, and browsing behavior.
- **Cookies and Tracking Technologies:** We may use cookies, web beacons, and other tracking technologies to enhance your experience and collect data about how you interact with our website.

2. How We Use Your Information

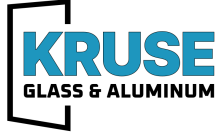
We use the information we collect for the following purposes:

- To provide, maintain, and improve our services.
- To communicate with you, including sending updates, promotions, and newsletters.
- To respond to your inquiries and provide customer support.
- To process payments and manage billing.
- To detect, prevent, and address technical issues, fraud, or security breaches.
- To comply with legal obligations.

3. How We Protect Your Information

We take reasonable security measures to protect your personal information. These measures include:

- **Encryption:** Sensitive data, such as payment information, is encrypted during transmission using secure methods like SSL (Secure Socket Layer) encryption.
- **Access Controls:** Access to personal data is restricted to authorized personnel only, based on their role and need to access the data.
- **Regular Audits:** We conduct regular security audits to ensure our systems and practices comply with industry standards.
- **Data Minimization:** We limit the collection and retention of personal information to what is necessary for the purposes stated above.



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4. Confidentiality and Sharing of Information

We respect the confidentiality of your personal information and will not sell, rent, or trade your information to third parties. However, we may share your information under the following circumstances:

- **Service Providers:** We may share your information with trusted third-party service providers who assist in providing our services, such as payment processors, hosting providers, or customer support platforms. These providers are required to maintain confidentiality and comply with applicable privacy laws.
- **Legal Compliance:** We may disclose your information if required by law or to comply with a legal obligation, court order, or government request.
- **Business Transfers:** In the event of a merger, acquisition, or sale of assets, your personal information may be transferred as part of the transaction. We will notify you before any such transfer takes place.

5. Retention of Your Information

We will retain your personal information for as long as necessary to fulfill the purposes for which it was collected, or as required by law. Once the information is no longer needed, it will be securely deleted or anonymized.

6. Children's Privacy

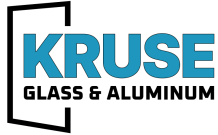
Our services are not intended for children under the age of 13. We do not knowingly collect personal information from children. If we learn that we have collected personal data from a child under 13, we will take steps to delete that information.

By using our services, you consent to the collection and use of your personal information as outlined in this Privacy and Confidentiality Policy.

WARRANTIES/TERMS/CONDITIONS AUTO APPLICATIONS

Glass Windshield Warranty

- a. Windshields are guaranteed to be void of scratches
- b. Installations are guaranteed not to leak
- c. Windshields are not warrantied against rock chips
- **Service Warranty**
 - a. One rock chip repair is included with the purchase of each windshield replacement. (non transferable)
 - b. If a rock chip repair fails, a single chip repair fee may be deducted from the replacement windshield cost.
 - c. No use of car wash (or pressure washing) for 24hrs period following new windshield install.
 - d. Factory-direct RV glass requires extended wait periods.



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WARRANTIES/TERMS/CONDITIONS ... RESIDENTIAL APPLICATIONS

Unless otherwise specified on an alternative contract or estimate supplied by us, the below criteria is as follows.

Window/Door/Shower/Railing/Custom Projects: Glass Standards

The following information should be used as a guide in determining whether or not a scratch or defect in the glass surface between the panes is considered a defect or not. It is in the nature of float glass to contain natural defects or imperfections. Criteria is based on the Canadian General Standards Board for float glass, primary glass supplier, industry standard of the suppliers for tempered or reflective glass, and ASTM C 1036-06 Standard for Flat Glass.

Window/Door/Shower/Railing/Custom Projects: Inspection Method

The glass is to be inspected held in a perpendicular position using daylight without direct sunlight (e.g. On an overcast day), or with a background light suitable for observing any imperfections, at a distance of 10 feet.

“Normal viewing area” is defined as an ellipse or circle having axes equal 80% of the height and width dimensions of the glass panel.

Linear Blemishes-scratches, scrapes and other similar imperfections

Scratches of up to 3 mm in length shall be acceptable if they are not visible at a distance of 10 feet.

Scratches visible at 10 feet, which are less than 1.6 mm in diameter, shall be acceptable if within 3 inches of the edges of a lite, or are not within normal viewing area.

Point blemishes(reflective and LoE products)-gaseous inclusions, knots, dirt and other similar imperfections.

Pinholes visible at 10 feet, which are less than 1.6 mm in diameter, shall be acceptable. Large clusters, or close spacing pinholes, visible at 10 feet shall not be acceptable within the normal viewing area.

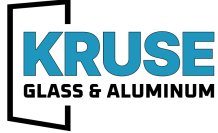
Window/Door/Shower/Railing/Custom Projects: General- Vision Glazing

Any other defects in the viewing area that are not readily visible at 10 feet shall be acceptable. Any imperfections in the coating within 10 mm of the edge of the lite shall be acceptable.

Glass Showers: We guarantee that defects resulting from negligent installation processes are covered by warranty. Individual components & hardware utilized in the construction of a shower assembly are covered by their respective Manufacturer’s Warranty. Vinyl sweeps & door seals retain a 3 month warranty. In the event that a glass shower has been installed into a building prior to the building’s final placement, the fitment issues will not be covered by warranty.

Folding Sliding Doors: Due to the region’s diverse seasonal temps, expansion and contraction will be noticeable. Allowances, environments and provisions are required to facilitate upcoming adjustments during seasonal change.

Custom Work: Customers are responsible for all measurement accuracy of dimensions which they have supplied. In the event that we are requested to service a product which we did not initially provide, it may be difficult to match pre-existing color, size, shape, texture and materials being used.



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WARRANTIES/TERMS/CONDITIONS ... COMMERCIAL APPLICATIONS

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MODIFICATION OF TERMS

We reserve the right to modify or update these Terms at any time. The Client will be notified of any material changes to the Terms before services are continued.

Note: The *Liability & Conditions* may only be modified by Kruse Glass & Aluminum Ltd. authorized personnel. Routine addendums are normal practice as technologies, materials and manufacturing processes continually advance without public notification. No permissions are expressed for the distribution, modification or alteration of these *Warranty Terms and Conditions* without written permission by the corporate team at Kruse Glass & Aluminum Ltd.