Residential Installation
Terms and Conditions

Insulating Glass or Tempered Insulating Glass and Replacement Window Disclaimers

• Unless specifically noted otherwise, pricing does not include repairs to unforeseen structural issues to the existing structure or window. By way of example and not limitation, these may include rotten wood sills, trim, etc. Repairs will only be made as an added cost above this estimate.

• All pricing assumes reuse of existing wood trim. Any replacement trim will be an added cost above this estimate unless specified on proposal.

• Glazing beads, trim, or mouldings can break during removal, even when appropriate caution is used. Depending on the age and availability, replacements can be provided and installed by Mesko Glass as an added charge.

• Insulating glass units are manufactured to meet ASTM specs. Any variances within tolerance of these industry standards are not considered defects and will not be replaced or remedied.

• Unless otherwise specified in the proposal, any paint or stain is to be completed by others and is not included in pricing.

• Any defects in workmanship or materials must be reported to Mesko Glass within 48 hours of job completion, in writing. Written notice may include an email.

• All material lead times will be determined at time of order. If, due to circumstances beyond the control of Mesko Glass, the delivery time is elongated, the delivery dates within the proposal will be adjusted accordingly.

• Final cleaning of glass and surrounding areas is the responsibility of the customer unless otherwise specified.

• Window Gaskets: Mesko Glass does not remove or replace window gaskets, seals, or weatherstripping as part of glass replacement services. If a gasket is brittle, dry-rotted, or otherwise compromised, the customer understands and accepts that we are not responsible for replacing it or for any resulting fit or seal issues.

• Customer agrees to provide clear, safe, and unobstructed access to the job site. Any delays due to customer inaccessibility or unprepared work areas may result in additional charges.

• Mesko Glass will take reasonable precautions during removal and installation. However, we are not responsible for incidental damage to surrounding surfaces such as paint, drywall, siding, tile, or fixtures

unless caused by gross negligence.

• Custom orders are non-refundable and non-returnable once production begins.

Limited Warranty Information for Replacement Windows and Replacement Glass

• Insulating Glass: Covered by a 10-year manufacturer's warranty for seal failure from the date of installation. Mesko Glass honors this warranty through our internal customer database — no registration required.

• Glass Replacement: If a seal failure occurs within the warranty period, a replacement unit will be provided. A service fee applies for installation.

• Replacement Window Units: Full replacement window warranties are offered through the manufacturer. Homeowners are responsible for registering these warranties directly with the manufacturer. Warranty documentation will be provided upon job completion.

• Transfer Limitations: All warranties are non-transferable and become void if the property is sold.

• Voided Coverage: Warranties are voided if aftermarket tint, spray foam, or any alterations are applied to the window or glass.

Limited Warranty Information for Shower Enclosures

• Glass and Hardware: Shower enclosure glass and hardware are covered under the manufacturer's limited warranty, typically ranging from 1 to 5 years depending on the product line. Because each enclosure may include a combination of components from different suppliers, warranty coverage may vary based on the materials used for your specific project.

• Installation Workmanship: Mesko Glass provides a 1-year limited warranty on installation workmanship. This covers issues related to improper sealing, misalignment, or installation defects. It is not unusual for us to return to make adjustments as the enclosure settles or if minor corrections are needed after initial use.

• Warranty Exclusions: Damage caused by abuse, neglect, improper cleaning products, or structural shifts in the home is not covered. This includes spraying a door directly with water.

• Care Requirements: Use of harsh chemicals or abrasive materials may void the warranty. We recommend using non-ammonia-based cleaners and a soft cloth or squeegee for maintenance.

• Non-Transferable: All warranties are non-transferable and apply only to the original purchaser at the original installation address.

Proposal Acceptance and Performance Terms

• Payment: 50% deposit due upon acceptance; balance due upon completion of installation or at the time of pickup for retail items, unless other arrangements are made in writing. There is a 3% credit card surcharge on all card transactions and financing options, however this does not apply to debit cards.

• Proposal is valid for 90 days from the date provided.

• All material is guaranteed to be as specified.

• All work to be completed in a workmanlike manner according to industry standard practices.

• Any alterations or deviations from the above specifications involving extra costs will be executed only upon written orders and will become an extra charge over and above the estimate.

• All agreements are contingent upon strikes, accidents, or delays beyond our control.

• Owner(s) to carry fire, wind damage, and other necessary insurance. Our workers are fully covered by Workers' Compensation Insurance.

• Customer grants Mesko Glass permission to photograph work for internal documentation and marketing purposes unless otherwise requested in writing.

• Mesko Glass may communicate with the customer via phone, email, or text for project updates, scheduling, and approvals. Customers are responsible for responding in a timely manner to prevent delays. Mesko Glass is not responsible if voicemail boxes are full or disabled.

• If customer fails to pay balance or take delivery of completed materials within 30 days of notification, Mesko Glass reserves the right to dispose of or repurpose materials, and any deposit may be forfeited. Additionally, Mesko Glass reserves the right to recover unpaid materials.

• By providing a deposit, all terms and conditions are accepted by the customer regardless of signature.

Estimate Review Agreement

By submitting a deposit or otherwise authorizing Mesko Glass to proceed, the customer acknowledges they have read the estimate in full and agree to all terms, specifications, and scope of work outlined. It is the customer’s responsibility to review the estimate carefully and request clarification on any items prior to approval. Mesko Glass is happy to answer questions regarding material specs, share sample materials and provide images of other installations.

Revised July 2025