Retail Terms and Conditions

1. All retail sales are final. No refunds, returns, or exchanges will be accepted once the transaction is complete.

2. Mesko Glass is not responsible for any damage to glass, screens, or other materials once they leave our premises. Customers are responsible for safely transporting and handling all materials after pickup.

3. Due to the nature of glass and related materials, Mesko Glass assumes no liability for any injuries, breakage, or property damage incurred during customer handling or transportation.

4. Measurements provided by the customer are used as-is. Mesko Glass is not responsible for errors resulting from incorrect dimensions supplied by the customer. Please double-check all sizes before placing your order.

5. All materials must be inspected by the customer prior to leaving the premises. By accepting the materials, the customer acknowledges they are in acceptable condition.

6. Mesko Glass does not install materials for retail walk-in purchases unless otherwise contracted. It is the customer's responsibility to install materials correctly and according to code. We are not responsible for performance issues resulting from improper installation.

7. Custom orders may require extended lead times. All estimated lead times are subject to supplier availability and are not guaranteed.

8. Glass and mirror products may have slight color variations due to manufacturing tolerances. These are not considered defects.

9. If someone is picking up materials on your behalf, you acknowledge that they are acting as your agent and agree to inspect and accept materials as-is on your behalf.

10. Mesko Glass does not provide long-term storage for completed retail orders. Items not picked up within 30 days of notification may be subject to disposal or storage fees. Mesko Glass will always call the phone number provided. We are not responsible if voicemail boxes are full or disabled.

11. Customers are responsible for using proper equipment and safe practices when loading and handling materials. Mesko Glass is not liable for injuries sustained during loading, transport, or unloading.

12. Changes to orders must be made in writing before production begins. Once fabrication has started, no changes or cancellations will be accepted.