

Information for customers ordering glass products made of customer-provided glass

Dear Sir

At Pilkington IGP Sp. z o.o., along with the standard production of insulating glass units, toughened glass and laminated glass, we also manufacture such products using ready-made cut sizes of glass provided by the customer ("customer-provided glass products").

As the quality of manufacture and specification of customer-provided glass remain outside the sphere of control and responsibility at Pilkington IGP Sp. z o.o., we have included a specification of our responsibility for customer-provided glass and the products made from it.

1. If applicable, an order for the manufacture of insulating glass units, toughened glass and laminated glass should clearly specify that they are to be made of customer-provided cut sizes. For insulating glass units and laminated glass laminated glass, it should be clearly indicated which elements of the product structure shall be made of customer-provided glass, and which are to be provided by Pilkington IGP Sp. z o.o.
2. As a rule, it is assumed that the supplier of customer – provided glass must be the same company that places the order for the final product made of that glass.
3. With any such order, information should be enclosed concerning the structure and thickness of the glass and any order-specific requirements that must be fulfilled in the process of manufacturing the ordered product. If, due to the customer's failure to provide the above information or its incompleteness, any glass provided suffers damage or destruction during the manufacture, Pilkington IGP Sp. z o.o. shall not be responsible to the customer for the damage and/or destruction.
4. Pilkington IGP Sp. z o.o. reserves the right to refuse an order if an inspection of the customer-provided glass shows that their type, quality or manufacture may pose a threat to the normal production processes and/or the required quality of the final product.
5. As a rule, it is assumed that the customer is responsible for compliance of the provided glass with the relevant legal requirements and standards for the respective product type. In particular, Pilkington IGP Sp. z o.o. assumes by implication that any customer-provided cut sizes is properly CE-marked, as declared by the manufacturer. The customer shall be entirely responsible for any legal consequences of the failure of the provided glass to meet the formal requirements.
6. As regards customer-provided tempered glass intended for lamination, the overall bow shall not exceed 2 mm/m and local bow shall not exceed 0.2 mm/300 mm.

7. In the manufacture of a product made from customer-provided glass, Pilkington IGP Sp. z o.o. will comply with all the standards applicable to the products made of its own glass. However, since no production process is risk-free, Pilkington IGP Sp. z o.o. disclaims its responsibility for any damage or destruction of customer-provided glass incurred in the storage and production processes.
8. For any product made of customer-provided glass IGP Sp. z o.o. gives the standard warranty guarantee available for the respective product type. Any such product is declared by Pilkington IGP Sp. z o.o. as CE-compliant and marked accordingly. This applies to insulating glass units, toughened glass and laminated glass alike.
9. As standard, no specific performance characteristics of the insulating glass units, toughened glass and laminated glass made of customer-provided glass are declared. The only exception is the declaration of the safety class of the toughened glass.
10. If a customer expects Pilkington IGP Sp. z o.o. to declare a specific parameter of a finished product made from customer-provided glass, this must be stated at the inquiry stage or in the order. This will allow Pilkington IGP Sp. z o.o. to assess the possibility of declaring this parameter for the finished product, and to notify the customer accordingly before order acceptance.

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