

Foras Art Glass Water Features – Terms and Conditions

1. Introduction

- 1.1. These Terms and Conditions are to be read in conjunction with Foras Limited Consumer Terms and Conditions. We may update the Consumer Terms and Conditions from time to time and you should review these Terms and Conditions periodically for changes. If you are buying goods from us in the course of a business, our business terms and conditions apply to such purchases, for a copy of such terms please speak to a member of staff.

2. About Our Art Glass Water Features

- 2.1. Our art glass water feature are one off pieces of individually produced fused glass, the fusing process allows us to create both colour and texture within each piece. However, due to their artisan nature, they will require additional care above and beyond that of a standard water feature.
- 2.2. Our own glass features have been running in our gardens, with the appropriate care, for many years, in all weathers, and have remained strong and beautiful.

3. Recommended Care for Art Glass Water Features

- 3.1. Adding the additional element of water to a piece of art glass requires some additional steps and care, over and above regular maintenance.
- 3.2. As a material, glass can be subject to thermal shock which can cause damage or even destruction of the piece. Thermal shock is a phenomenon characterised by a rapid change in temperature, just as a glass bowl fresh from a hot oven would shatter if filled with cold water, a glass feature heated by strong sunlight will be damaged if cold water is poured directly on it.
- 3.3. To this end it is imperative that the following care points are followed for safe installation, maintenance and running of this water feature so that it may be appreciated for many years to come:
 - 3.3.1. The feature glass must be installed on a cool day when the air temperature is below 20°C, having been kept either in its packaging or indoors until installation. The feature glass must not be left outside for long periods of time in direct sunlight and then installed.
 - 3.3.2. Once installed the feature must run continuously and not be turned off and on repeatedly;
 - 3.3.3. After any maintenance where the feature must be switched off, the feature must be cool to the touch before it is switched back on;
 - 3.3.4. If the feature has been switched off for a long period of time i.e. if you have gone on holiday, then as outlined above at Clause 3.3.1, when the feature is switched back on the air temperature must be below 20°C and whilst switched off covered as set out in Clause 3.3.5;

3.3.5. If the feature is switched for anything other than maintenance, then the feature should be covered with material which will not stick to it or leave lint on it e.g. a tarpaulin or a fabric similar, this is particularly important when temperatures are above 20 °C or below 5 °C; and

3.3.6. In the event of an unexpected power cut, the feature should be switched off and covered with material as outlined at clause 3.3.5. When power is restored, only switch back on once the feature has been checked that the glass is cool to the touch and the air temperature is below 20 °C.

4. Repairs, Replacements and Refunds

4.1. Upon purchasing an art glass water feature you acknowledge and agree to follow the above recommended care instructions as set out at Clause 3. If these instructions are not followed and the art glass water feature is damaged due to thermal shock, we will not be held liable to repair, replace or refund the feature.

4.2. If the feature is subject to damage not due to thermal shock, then any repair, replacement or refund will be processed in accordance with our consumer terms and conditions.

5. Governing Law and Jurisdiction

5.1. The construction, validity and performance of the Contract shall be governed by the law of England and Wales and by entering into the Contract the parties submit to the jurisdiction of Courts in England and Wales.

Please sign below to accept these terms and conditions to proceed with the sale.

Customer Order Number:

Signed:

Print Name:

Date: