

# QUALITY CHECKING



## Quality Checking

All products must be inspected from a distance of 1.5m, with the product positioned vertically in natural lighting. Back lighting can't be used to identify blemishes or defects.

Pearsons Glass allows 72 hours from receipt of delivery to report any concerns. Reports should be submitted via email to [customerservice@pearsons-glass.co.uk](mailto:customerservice@pearsons-glass.co.uk). And must include photographic evidence.

While every effort is made to promptly replace items, Pearsons Glass reserves the right to address minor blemishes through reworking rather than panel replacement.

For urgent orders, consider raising a chargeable replacement order. Upon the return of the originals and confirmation that reworking is not feasible, a credit note will be issued against your replacement order.

## Tolerances

Pearsons Glass adheres to tolerances of  $\pm 1\text{mm}$  for all processes and products, unless otherwise specified in this document.

## Data Sheets

All product data sheets can be downloaded [here](#).

## Packaging

All products are supplied loose, using dividing pads, unless stated otherwise in this document or with order confirmation. Pearsons Glass can offer additional chargeable packaging – Please contact a member of our team to discuss.