



TECHNICAL ACCEPTANCE CONDITIONS (TAC)
applicable to products and services provided by Glasmark Sp. z o.o.





I. General Provisions

Finished products are inspected by Glasmark Sp. z o.o. (hereinafter referred to as "Glasmark") prior to shipment to the Customer in terms of quality, based on these Technical Acceptance Conditions (TAC) as well as technical drawings, technical data sheets, quality specifications or other documents describing product quality requirements and approved by both parties.

In the absence of separate arrangements, or in the event of a dispute regarding the criteria for assessing product quality, the inspection and quality assessment principles set out below shall apply.

II. Types and Classification of Defects – Acceptable Levels

Defects relating to undecorated and decorated products are divided into three categories. An AQL level in accordance with ISO 2859-1 is assigned to each category.

AQL means the Acceptable Quality Level, i.e. the maximum acceptable proportion of defective units within a given batch that allows the batch to be considered acceptable. The AQL levels specified for individual defect categories apply to units showing non-conformities exceeding the agreed reference samples or standards.

1. Defects in Undecorated Products – Types and Definitions:

A. Critical Defects – Critical defects are defects that may cause bodily injury. These include:

- chips,
- cracks,
- sharp edges or elements,
- open bubbles.

B. Major Defects – Major defects are defects that do not pose a risk of bodily injury but significantly impair the appearance or functionality of the product. These include:

- rim irregularities exceeding 2 mm,
- clearly perceptible mould marks, ripples or surface irregularities,
- clustered bubbles exceeding 3 mm,
- scratches on the product surface exceeding 30 mm,
- convex bottoms causing noticeable product instability, including spontaneous rocking,
- ovality exceeding 2%.





C. Minor Defects – Minor defects are defects that do not qualify as Critical or Major Defects but slightly impair the appearance of the product. These include:

- uneven rim finishing exceeding 1 mm,
- mould surface marks, ripples or cold-mould marks visible from a distance of 60 cm,
- clustered bubbles exceeding 1 mm,
- scratches on the surface exceeding 10 mm,
- product instability where a product deviating from its vertical axis shows a rocking effect when pressure is applied,
- ovality exceeding 1%.

The acceptable levels for undecorated products, based on QL 2859-1, are as follows:

- Critical Defects: 0.1%
- Major Defects: 2.5%
- Minor Defects: 6.5%

In the case of **customer-supplied material intended for decoration**, which remains the property of the Customer, Glasmark shall not be liable for defects in the raw material identified during the decoration process.

An exception applies where the Customer commissions a prior inspection of the raw material. In such cases, separate documentation shall apply, specifying the level of raw material inspection and the method of reporting rejected or defective units to the Customer.

2. Decoration Defects – Decorated Products

A. A. Critical Defects – Critical defects are functional defects and include:

- insufficient decoration durability, where the decoration fails the durability test described in the table referred to in Section 3, “Finished Product Testing”;
- decoration not conforming to the approved artwork or technical specification, taking the agreed tolerances into account.

B. Major Defects – Major defects are defects that significantly reduce the marketing value of the product. These include:

- noticeable excess paint deposits or dots exceeding 2 mm,
- missing areas or displacement of the decoration exceeding 2 mm,
- more than four fish-eye defects exceeding 2 mm in size,





- uneven paint distribution visible from a distance of 60 cm, assessed in accordance with the method described in Section 3, "Finished Product Testing".

C. Minor Defects – Minor defects are defects that do not qualify as Critical or Major Defects but slightly reduce the marketing value of the product. These include:

- excess paint marks exceeding 1 mm,
- missing areas or displacement of the decoration exceeding 1 mm,
- foreign particle inclusions or dust contamination within the decoration.

The acceptable levels for decorated products, based on QL 2859-1, are as follows:

- Critical Defects: 0.1%
- Major Defects: 1.5%
- Minor Defects: 6.5%

III. Finished Product Quality Assessment

1. A batch subject to finished product quality inspection shall mean products originating from a single production batch or a single delivery batch. A production batch shall mean the quantity of a particular product manufactured continuously without interruption.
2. Acceptance or rejection of a finished product batch shall be carried out in accordance with the principles specified in ISO 28591-1, single-sampling inspection plan, Level I.
3. Inspection methods.
During product inspection, the following tests are carried out in order to verify conformity:
 - a) non-destructive tests – visual inspection;
 - b) destructive tests – in accordance with the requirements set out in the table below.

Both types of testing and the applicable requirements are specified below.

Type of Test	Requirements
Visual inspection	PN-ISO 13018:2016
Print durability test	Cross-cut test in accordance with ASTM 3359-23, Method B





Spray coating durability test	Immersion test: 1) immerse the product in water at 20°C; 2) remove the test sample from the water and firmly wipe it dry using a paper towel; 3) first inspection after 4 hours; 4) second inspection after 24 hours; 5) result assessed on a pass/fail basis: OK – no paint flaking; NOK – paint flaking present.
Durability of print applied over spray coating	Tape test: 1) apply a 75 mm length of 3M 616 tape and rub the tape ten times to ensure proper adhesion and removal of air bubbles; 2) after 1 minute, remove the tape firmly while keeping it perpendicular to the product surface; 3) result assessed on a pass/fail basis: OK – no visible damage to the tested print/coating; NOK – visible damage present; 4) optionally, ASTM 3359-23.

IV. Product Packaging and Storage

1. Unless otherwise agreed, products shall be packed in accordance with Glasmarm's standard packaging procedures and using packaging materials proposed by Glasmarm.
2. Where the Customer supplies raw materials, including glass or other customer-owned materials, the Customer should provide a packaging specification defining both the manner in which the material is delivered to Glasmarm and the manner in which it is to be packed after completion of the service. In the absence of such a specification, Glasmarm's standard packaging procedures shall apply.
3. Finished products should be stored in dry areas with limited humidity.

V. Quality Guarantee and Complaints Procedure

1. Unless otherwise agreed, a 12-month guarantee and statutory warranty shall apply. The same rules and conditions applicable to the guarantee shall also apply to liability under the statutory warranty.
2. In the event of any complaint, the Customer shall provide Glasmarm with the opportunity to inspect the products subject to the complaint in the presence of a Glasmarm representative. Failure to provide such an opportunity may entitle Glasmarm to reject the complaint. Where a complaint is accepted, Glasmarm shall, at its own discretion:
 - remedy the defect,
 - replace the defective product with a defect-free product, or
 - make an appropriate adjustment to the sales price.





Any other Customer rights arising under the statutory warranty are excluded.

3. Glasmark guarantees that the products offered are of appropriate quality, provided that the applicable conditions of use and maintenance are observed.

4. Under the guarantee, Glasmark shall provide free replacement or repair of products whose defects arise from causes inherent in the product itself.

Where replacement or repair is impossible or would involve excessive costs, Glasmark may reject the Customer's requested method of resolving the complaint and independently determine whether the defective product should be repaired or replaced.

5. Replacement of a defective product with a defect-free product is conditional upon the Customer providing a photograph and/or description of the defect together with proof of purchase, or returning the product subject to the complaint to Glasmark.

Where the photograph or description of the defect is insufficient to assess the validity of the complaint, Glasmark may make the resolution of the complaint conditional upon the return of the defective product.

Where a product is to be repaired, the product subject to the complaint must be returned to Glasmark.

The product must be returned in its original carton or in transport packaging providing an equivalent level of protection and suitable for the size and type of product concerned. Only such packaging can ensure adequate protection against damage during transport.

6. Glasmark shall respond to a complaint within 14 days of receipt. If Glasmark does not receive all required information and, where applicable, the returned product within the required period, the complaint may be rejected. Following the successful resolution of a complaint, Glasmark shall deliver a defect-free product to the address specified by the Customer within the European Union or the United Kingdom.

7. The guarantee applies exclusively to products used for their intended purpose and in accordance with the recommendations for correct use, particularly with regard to washing, storage and maintenance. The conditions for proper use are available at www.glasmark.pl and, depending on the type of Product, may also be provided on individual labels, on the packaging or in information enclosed with the packaging or Product.

8. The guarantee does not cover damage or defects resulting from:

- improper use or failure to comply with the instructions for use or information provided on the packaging,
- mechanical damage caused by the user, such as scratches or chips,
- breakage resulting from dropping the product,
- the use of sharp tools on the surface of the glassware or tableware,
- failure to comply with the recommended operating temperature,
- continued use of the product after a defect has already become apparent,
- repairs carried out by parties other than Glasmark.





9. The Glasmark guarantee shall be governed by Polish law. The place of performance of Glasmark's obligations under the guarantee shall be Glasmark's registered office in Krosno, Poland. The court having territorial jurisdiction over Glasmark's registered office shall have jurisdiction over any disputes arising in connection with the guarantee.

VI. Conditions of Use for Glasmark Glass and Ceramic Products Intended for Serving Beverages

1. All Products must be used in accordance with the information contained in the instructions for use and in this guarantee document. The Products are intended for use by adults capable of carrying out ordinary activities associated with consuming food and beverages in a domestic environment.
2. New glassware and tableware must be washed before first use.
3. Products should be used at ambient temperature. They must not be heated, and beverages with a temperature exceeding 60°C must not be poured into them.
4. Do not use the Products in a microwave oven, conventional oven or freezer.
5. Do not expose the Products to sudden temperature changes exceeding 35°C. Rapid cooling or heating may result in damage.
6. Impact against other objects may cause cracking or breakage.
7. Please note that broken pieces may cause cuts or other injuries. Appropriate care should therefore be taken when collecting broken fragments.
8. Glassware may be washed in a dishwasher provided that the following recommendations are observed:
 - comply with the manufacturer's information regarding dishwasher suitability;
 - use only dishwasher programmes and detergents intended for glassware;
 - arrange glassware loosely in the dishwasher so that individual pieces do not come into contact in a manner that could cause scratching, particularly around the rims;
 - do not use abrasive sponges or other cleaning materials that may scratch the product surface prior to placing the items in the dishwasher;
 - do not use scouring pastes or abrasive cleaning agents for hand washing or pre-washing before placing the Products in the dishwasher.

Warning! The Product is not intended for use by children without adult supervision.

Use of the Products contrary to their intended purpose may result in damage or destruction of the Product and may pose a risk to the health of the user.

Improper use may result in breakage and, consequently, personal injury.

Products showing mechanical damage are not suitable for further use.





To ensure the longest possible service life and safe enjoyment of our products, please follow the instructions set out in these Conditions of Use.

VII. Other Provisions

Unless otherwise agreed in writing, these Technical Acceptance Conditions shall apply to every sale and every service provided by Glasmark.

Any Customer terms or provisions that differ from these Technical Acceptance Conditions and have not been expressly accepted by Glasmark shall not apply.

Glasmark states that no person acting on behalf of Glasmark in commercial matters, including persons submitting quotations or accepting orders, is authorised to accept amendments to these Technical Acceptance Conditions or contractual terms introducing conditions differing from those set out herein, unless such acceptance is expressly permitted under these Technical Acceptance Conditions.

This restriction does not prevent the parties from agreeing technical drawings and technical data sheets in the manner provided for herein.

