

## ASSESSMENT OF VISUAL QUALITY

### Photographing DEFECTS

Rev.: 08 NOVEMBER 2016

In accordance with the General Terms of Sale

Section 5. *Product Quality / Warranty / Complaints*

Item 6:

1. The Buyer reports warranty complaints for quality defects not later than by the end of the warranty period in writing on the warranty form in force at **GLASSOLUTIONS**, available on the Seller's website, and sends it to the Seller by e-mail on the day of its completion together with photographic documentation of the defect. If no photographic documentation is provided as required, the complaint may not be considered.

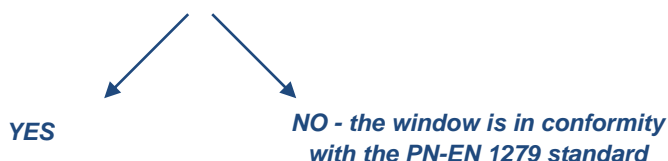
**FOR THE ROOT CAUSE OF THE COMPLAINT TO BE CORRECTLY IDENTIFIED, EACH WINDOW PANE REFERRED TO IN THE COMPLAINT SHOULD HAVE PHOTOGRAPHIC DOCUMENTATION attached to the warranty complaint and the minimum is:**

- a photo of the defect with a scale bar
- a photo of the label
- a general photo of the window pane / panel with an indication of the place of the defect.

**A well-prepared photographic documentation guarantees quick handling of the complaint.**

Photographing glass defects is not a simple task and requires the use of the following technique:

- 1) Required tools – a smartphone and linear scale or a Post-it with a scale.
- 2) Read the following information concerning Visual Evaluation of glass Aspect
- 3) Check if at the distance of 3 meters the defect is visible against grey background.



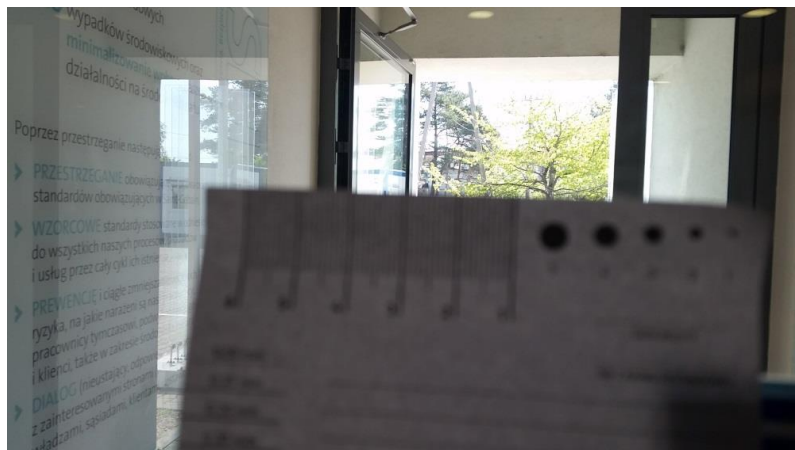
- 4) Place the linear scale or stick a post-it on the glass – with the upper edge about 5 mm below the defect.



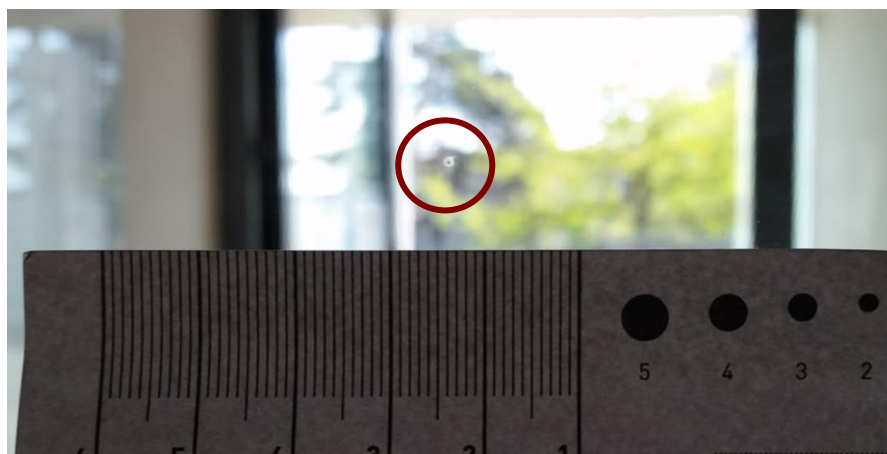
- 5) Bring the smartphone to the distance of about 10 cm from the pane.



- 6) Try taking a photo of the defect.  
7) If the photo of the defect appears out-of-focus or blurred:



→ Leave the smartphone in the same position and tap the display – the camera should focus.



8) If there are still difficulties with focus – try moving the smartphone with smooth moves further and closer to the surface of the pane (5-20 cm) while watching the screen and take the picture when the focus is at its best.

