

Client-Supplied Hardware Waiver & Acknowledgment of Risk

At Civic, we pride ourselves on quality workmanship and reliable products. From time to time, clients choose to supply their own hardware (such as hinges, clips, handles, or other components). We're happy to work with your preferences, but using non-Civic hardware introduces additional risks and limitations that we want to make completely clear so there are no surprises.

This document ensures transparency, protects you, and helps us deliver the best possible result.

1. Your Responsibilities & Possible Extra Costs

We want your project to run smoothly. To help us achieve that:

- The original quote does not change when you choose to use your own hardware.
- Extra charges may apply if the hardware is incomplete, incompatible, difficult to work with, or causes installation delays.
- You must provide accurate specifications, including all cut-out or drilling details.
- Items that aren't essential to installation (e.g., handles or knobs) must be fitted by you after our work is completed.
- Civic does not measure, check, or verify the suitability or safety of your supplied hardware.
- If your hinge or hardware requires cut-outs outside our standard patterns, a custom template fee of \$500 may apply.

2. Risks & Limitations We Need You to Understand

Using your own hardware can affect your final installation. Please be aware that:

- Non-Civic hardware may not align, fit, or function as intended.
- Faults or failures can occur due to design, material quality, manufacturing defects, or incompatibility.
- We may not be able to complete installation if the hardware is unsafe or unsuitable.
- Civic cannot take responsibility for the fit, operation, lifespan, or appearance of hardware we did not supply.
- If problems arise because the hardware is incorrect, faulty, missing, or incompatible, any resulting costs or delays are the client's responsibility.

3. Warranty Information

We want you to know exactly what is and isn't covered.

- Our warranty covers the glass and our installation workmanship only.
- No warranty is provided for client-supplied hardware.
- Any issues with the hardware must be taken up with the original supplier or manufacturer.
- Service calls relating to the supplied hardware (adjustments, refits, troubleshooting) will incur labour charges.

4. Client Acknowledgment

By signing below, I confirm that:

- I fully understand the risks and responsibilities of using my own hardware.
- Civic has explained these clearly and given me the opportunity to ask questions.
- I accept the conditions above and understand that Civic's warranty covers only the glass and their workmanship, not my hardware.

Authorisation to Proceed with Client-Supplied Hardware

This authorisation is given in the name of:

Authorised person: _____

Signature: _____ Date: _____

Site address: _____

CIVIC STAFF USE

Civic Rep Name: _____

Signature: _____

Date: _____