

# Customer Guide to Glass Polishing

Whilst glass polishing has been around for as long as glass itself, it has only recently grown into a new industry treating surface damage on clear flat glass (such as windows, doors, table tops etc) since inexpensive polishing technology has become widely available.

Some of the companies and 'one man bands' providing glass polishing services are highly professional but there are a number of rogues in the marketplace providing poor quality work at extortionate costs who should be avoided. Unfortunately, searching through adverts and websites does not give you any indication to who are good and who are bad; so, to help you get the best quality at the most cost-effective price we have provided a guide of 'five simple steps' to getting the best from your glass polishing contractor. If you are still uncertain or worried about who to use and what technology is the most suitable then contact the glass industries authoritative body 'The Glass and Glazing Federation' (GGF) ([www.ggf.co.uk](http://www.ggf.co.uk)) who can help you manage your damaged glass problems in the safest, most cost-effective way and select the right contractor.

## The Glass Polishing Guide – 5 simple steps

- 1. Get a Quote** - Always request a 'fully inclusive fixed price' for the damage you want treated, which should be detailed and include exactly what you are paying for. The price you are quoted should be the final price you pay and get it confirmed in writing. Do not accept any treatments on an hourly or day-rate unless you are totally comfortable with the company and the reason for paying by the hour rather than by a fixed price. Glass polishing is labour intensive and if charged by the hour you run the risk that the job will almost certainly take longer than first advised.
- 2. Confirm the Finished Quality Standard** – Different companies quote different standards and some don't quote anything at all, so you could end paying for glass polishing even though damage may still remain on the glass either as unfinished work or distortion. Remember; **all glass polishing systems can leave distortion** on the glass through poor workmanship. If they claim 'distortion free' treatments, then ask for a written guarantee. If they then leave distortion; don't pay for it until they remove it or replace the panel at their cost.
- 3. Request a free sample and survey** – If you have not seen glass polishing before and you have a lot of damage that needs treating, then ask for a free sample, a free survey and a fixed price quotation. This way you will know how committed the company is to quality and value and you can see the process for yourself. Technology varies considerably from company to company and sometimes issues such as cleanliness of the process can be important especially if you have quality finishes that maybe at risk from polishing waste contamination.
- 4. Qualifications** – Ask for references; many companies claim to have worked for major clients and high street 'Brands' but most are not approved by them. If you are in any doubt, ask for proof or testimonials. Accreditations, adequate insurance cover and references are always a good start.
- 5. Is the polishing process safe to use on Toughened/Tempered glass?** – Has the polishing system been tested and verified by an accredited authority or organisation? If in doubt; don't use it. There are systems available that have been tested under strict controls to ensure that they do not alter the safety characteristics of toughened glass once treated. The GGF can provide contractor details.

**Ask questions** – if in doubt; ask. If it's too good to be true, then it probably is.

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