



# Warranty

RealAcoustix warranties all products to be free from workmanship and material issues including warping, bubbling, discoloring, sagging or de-threading, de-laminating or cracking for a period of (1) one year from date of delivery to the customer. Warranty claims for any products found to be faulty upon delivery must be made in a timely manner as specified in this document after initial delivery and the factory notified within 24 hours of the inspection time limit.

Any products that develop problems during the warranty period will be repaired or replaced, at the discretion of RealAcoustix upon evidence that all environmental conditions as stated in our Policies have been met and sustained during the warranty period. Please note that any products subjected to conditions in violation of the terms and conditions contained in this document will not be subject to any warranty by RealAcoustix.

Conditions that may void the warranty can include, but are not limited to, exposure to chemical fumes, vibrations, presence of standing water, precipitation, moisture, excessive lighting, or any alteration made to the product, including drilling, cutting, gluing, etc.

RealAcoustix will not be responsible for any labor costs related to the removal, packaging, crating or reinstallation of the warranted product(s), including any associated labor, packaging or crating costs related to these items.

The customer shall be responsible for providing pictures to RealAcoustix of any warranty claims prior to any warranty products being repaired or replaced. RealAcoustix retains the option to provide on-site repairs where it deems it responsible to do so. Any warranty work provided by the customer to be billed back to RealAcoustix must be approved, in writing, by RealAcoustix, with the associated charges, in advance of any work being done. In no case shall repairs performed by the customer exceed 25% of the cost of the product to the





customer. Customer shall be responsible for preparing for shipment any defective products that will be repaired by RealAcoustix. RealAcoustix shall provide any replacement or repaired products, and their shipment, at its expense.

While every effort is made to match veneers, fabrics and other products, there will be variances in color, shade, grain patterns and other natural conditions based on dye lots, logs, veneer flitches etc. Large projects are especially subject to these conditions and the customer should expect some variances in these conditions as these are naturally occurring incidences. These do not constitute a warranty claim due to these natural conditions.

Unless a warranty claim is provided to RealAcoustix within the appropriate initial 72-hour period after delivery to the customer, warranty claims will not be honored unless and until full payment for all products and shipping has been received by RealAcoustix. In any case, warranty claims by the customer shall not be grounds for withholding payments to RealAcoustix.

Due to varying conditions, including climate and manufacturing variables, all products are subject to a +/- 3/32" variance in height, width or depth. While every effort is made to keep the variables as exact as possible, material expansion and contraction, as well as other conditions, will, at times, cause variances in materials. Trim factors for mounting materials, such as ceiling tiles, are warranted to fit into the appropriate space without falling out or exposing gaps or edges. All mounting sizes are averages only and not warranted to be exact, only to be appropriate to be retained in the mounting surface.

All RealAcoustix wood and fabric-covered products are warranted against cracking, fading, delaminating or separating for a period of one year from the date of purchase unless the products are subjected to direct or indirect UV light i.e. sunlight, close florescent light etc. Direct UV light within a few feet will discolor wood, finishes and fabrics over time and fade their natural beauty. Please be cautious as to where products are installed and their exposure to elements. Warranties are limited to environments that are climate-controlled





(conditioned) with a temperature that shall be maintained between 55° and 75° (12.8°C – 23.9°C) and humidity that shall be maintained between the levels of 30% to 55%. It is strongly recommended that the client or facility where the products are installed maintain logged temperature and humidity data for each day that the product is on the property it is to be installed on, through the last day of the warranty. All warranties shall be limited to the repair or replacement of products at the discretion of RealAcoustix LLC. The customer shall assume all costs related to the removal of and/or re-installation of warranted products.

**Product Storage prior to installation:** In all cases, products waiting to be installed must be stored in an environment that meets the temperature and humidity conditions as listed in this document. Conditions exceeding these levels will void any warranties by RealAcoustix.

