



Acoufelt provides a limited warranty from the date of installation against undue loss of condition due specifically to faulty materials and workmanship in manufacturing. Our warranty covers the following:

Acoufelt warrants that products conform to specifications established for the product and subject to normal use under general contract category for the period of 10 years after installation date. The product will maintain its physical characteristic and acoustic properties throughout the warranty period.

Installation Environment

This product is designed for indoor wall use in typical commercial, residential and institutional type environments. Use in areas that significantly vary from this type of environmental condition may result in a performance that falls outside of this warranty.

This warranty excludes any consequence of faulty or improper installation or faulty maintenance and is subject to the following conditions:

1. Installation must be in accordance with the current "Acoufelt Installation Guide".
2. A full maintenance program is agreed and carried out throughout the life of the product. Please refer to the "Acoufelt Care Guide".
3. If a product fails to perform as warranted, Acoufelt will correct the affected area either by repair or (at its option) replacing the defective part of the plank/s with an Acoufelt product of equal quality, or (at its option) pay for the cost of replacement of the defective part of the product.

4. Should replacement of any Acoufelt products be required, Acoufelt will not be responsible for the movement of electrical wiring or outlets or costs and expenses associated with construction or removal of furniture, partitions, temporary walls or any other fixtures, fittings, plant or equipment whatsoever which are located on, above or around the area in which the product is installed.
5. Acoufelt requires the original sale receipt or other documentation as proof of warranty coverage.

The warranty does not include:

1. Moisture, dust, stains or other contaminants from daily use.
2. Any condition resulting from other than ordinary wear or loss of its properties from any use for which the product was not designed.
3. Differential shading from direct sun light exposure, shading.
4. Tear, burns, pulls, cut, damage resulting from improper maintenance and installation.
5. Weak adhesive bonds that may occur due to improper installation on unprepared surface.

*Acoufelt strives to fulfil the needs of their customers by producing the highest quality felt products. However due to the fine, fibrous and textural nature of the product, slight visual imperfections may be seen when viewing the product from less than 1 to 1.5 meters. These slight visual imperfections however, are within normal industry manufacturing tolerances. Allow for +/- 5mm Alignment Tolerance.