



Introduction

Thank you for your recent purchase of Conwed Wall or Ceiling panels. We believe we manufacture the highest quality panels, and that is why we stand behind them with this warranty. Terms contained herein are subject to change without notice.

Who is covered

The original consumer purchaser (i.e. the building owner, not the installer or contractor) or the first transferee from the original purchaser is entitled to the benefits of this warranty.

Transferability of this warranty

You can transfer this warranty one time, anytime during the life of the warranty. For this warranty to be transferred, the owner must complete and return the Warranty Transfer within sixty (60) days after the date of the real estate transfer to obtain the benefits of this warranty.

After you have transferred this warranty to the purchaser of your property, it may not be transferred again. That is, the purchaser of your property may not transfer this warranty to any subsequent purchasers.

How long you are covered

Conwed panels are covered by a three (3) year limited warranty. Diffusers will also be covered by a three (3) year limited warranty. Arborcoustic® panels are covered by a thirty (30) year limited warranty. All warranties start on date of shipment received.

What is covered

We warrant that your Conwed panels are free from any manufacturing defects in material or workmanship.

What is not covered

This warranty does not cover any problems with non-defective panels caused by conditions or handling beyond our control. Some examples of conditions not covered by this warranty include:

1. Acts of God, fire, flood, exposure to chemicals, physical abuse or misuse, improper installation;
2. Failure to store panels in a clean, dry area, enclosed and protected from the elements such as rain, snow, and direct sunlight;
3. Panels being stored or installed in an area that is outside of standard occupancy conditions (60-85 deg F and less than 70% relative humidity);
4. Failure to install the Wall or Ceiling panels in accordance with Conwed's instructions or recommendations, including but not limited to using mountings not supplied or otherwise recommended by Conwed. Conwed bears no responsibility for any installation actions taken or not taken, and is not responsible for installer selection;
5. Normal wear and tear or exposure to smoke, fumes, leaks or abuse;
6. Alterations made after completion of the installation, including but not limited to: painting or application of cleaning solutions, coatings or other modifications;
7. Any Labor Charges;
8. Any costs that you incur that are not authorized in advance by Conwed.

Remedy

Should the Wall or Ceiling panels be other than as warranted during the applicable warranty period, Conwed, at its sole option, will repair or replace the defective components of the Wall or Ceiling panel as well as any other component which must also be repaired or replaced in order to properly repair or replace the defective components. Conwed's obligation to pay however, shall be subject to these limits:

1. Maximum repair or replacement cost to Conwed shall be the replacement cost of the defective component and will not include any labor charges;
2. The settlement, described above, or at the option of Conwed its monetary equivalent, will be the only remedy available to the owner for defective components of the panels.

Notification of claims

Claims pursuant to this Warranty must be submitted in writing together with proof of purchase, installation date and defect, to Conwed:
1445 Holland Rd, Maumee, OH 43557

Notification must be submitted within thirty (30) days of discovery of the alleged defect. Within thirty (30) days after receipt of the written claim, a Conwed representative will contact the owner to investigate the claim.

Limitations

Any implied warranty, including warranty of fitness for a particular use or purpose, and warranty of merchantability, is limited in duration to the express warranty provided herein unless a shorter period is permitted by law. Conwed shall not be liable for incidental or consequential damages or for damage to the building, its contents or for its occupants. This warranty contains all the provisions of your remedies from Conwed. Liability is limited to the provision of this warranty, whether any claim against it is based upon strict liability, negligence, breach of warranty or any other theory or cause of action.

Some states do not allow limitations of how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.