

LIMITED WARRANTY

DANZER 3D-FEATURES (DECORATIVE WALL AND CEILING PANELS)

This Limited Warranty (“Warranty”) is provided by Danzer Veneer Americas, Inc. (“Manufacturer” and applies only to the original end-user purchaser (“Purchaser”) of the wall and ceiling panel system, including MDF substrate panels, decorative wood veneers, MDF mounting system, and supplied mounting hardware (collectively, the “Product”).

1. Warranty Coverage

Subject to the terms, conditions, exclusions, and limitations set forth herein, Manufacturer warrants that the Product will be free from manufacturing defects in materials and workmanship and that the structural integrity of the MDF substrate and mounting system will be maintained under normal use for a period of five (5) years from the date of original purchase.

The decorative wood veneer surface is warranted against delamination and manufacturing defects for a period of one (1) year from the date of original purchase.

2. REQUIRED ENVIRONMENTAL CONDITIONS

Because this Product is composed of medium-density fiberboard (MDF) and natural wood veneer, Purchaser must maintain proper interior environmental conditions to preserve warranty coverage:

- Temperature: Must be maintained between 60°F (15°C) and 80°F (27°C) at all times.
- Relative Humidity: Must be maintained between 35% and 55% at all times.
- Sunlight: Direct and prolonged exposure to sunlight (including ultraviolet and thermal exposure) will result in fading, discoloration, or warping and is not covered under this Warranty. Purchaser is responsible for using appropriate window treatments, UV-protective coatings, or other preventative measures.
- Moisture Exposure: Product must not be exposed to excessive moisture, condensation, leaks, standing water, or other high-moisture environments (including but not limited to bathrooms with showers, steam rooms, or exterior applications).

Failure to maintain the required environmental conditions shall void all warranty coverage.

3. EXCLUSIONS AND LIMITATIONS

This Warranty does not cover and Manufacturer shall have no responsibility for:

- Damage or defects caused by improper storage, handling, transportation, or installation, including but not limited to failure to follow Manufacturer's written installation guidelines.
- Movement, warping, swelling, delamination, or cracking resulting from temperature or humidity outside the specified ranges.
- Natural variations in wood grain, color, texture, or veneer characteristics.
- Normal wear and tear, including but not limited to scratches, dents, stains, fading, or discoloration resulting from age, light exposure, or environmental conditions.
- Damage caused by impact, abrasion, misuse, neglect, accident, modification, or the use of cleaning products not approved by Manufacturer.
- Product installed with adhesives, fasteners, or mounting hardware not provided or specifically approved by Manufacturer for such purposes.
- Any labor, installation, removal, relocation, refinishing, repair, shipping, or other costs or consequential damages associated with replacement of defective product under this Warranty.

4. CLAIM PROCEDURE

All warranty claims must be submitted in writing to Manufacturer within the applicable warranty period and not later than thirty (30) days after the alleged defect becomes apparent or is otherwise discovered. Purchaser must also provide to Manufacturer:

- Proof of purchase,
- A detailed description of the claimed defect, and
- Photographic evidence of the condition.

Manufacturer reserves the right to inspect the Product and site of installation prior to determining coverage for any claim made under this Warranty.

5. REMEDY

If a valid claim is made under this Warranty, Manufacturer, at its sole discretion, will either:

- Repair the defective Product,
- Replace the defective Product with the same or similar product of equal value, or
- Refund the original purchase price of the defective Product (excluding installation, removal, labor, shipping or associated costs not covered by the Warranty).

Such remedy shall be the sole and exclusive remedy available to Purchaser.

6. DISCLAIMER OF WARRANTIES

EXCEPT AS EXPRESSLY SET FORTH ABOVE, MANUFACTURER DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

7. LIMITATION OF LIABILITY

UNDER NO CIRCUMSTANCES SHALL MANUFACTURER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF PROFITS, LOSS OF TIME, OR INCONVENIENCE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. MANUFACTURER'S TOTAL LIABILITY UNDER THIS WARRANTY SHALL NOT EXCEED THE ORIGINAL PURCHASE PRICE OF THE DEFECTIVE PRODUCT

8. NON-TRANSFERABILITY

This Warranty applies only to the original end-user Purchaser and is non-transferable.

Danzer Veneer Americas, Inc. strongly recommends maintaining a stable indoor climate and following all installation and care instructions to ensure optimal performance of the engineered wall and ceiling panels.