

Visual Artisan Floors

SILENQ ACOUSTIC Wall Panels

LIMITED PRODUCT WARRANTY

Manufacturer warrants to the original purchaser of its MDF wall panels in North America the following warranties:

1. Limited Warranty Coverage

We warrant that the acoustic panels supplied are free from defects in materials and workmanship **at the time of delivery**, provided that the panels are:

- Installed strictly in accordance with our written installation guidelines
- Used under normal **interior, dry, climate-controlled conditions**
- Installed for their **intended decorative and acoustic purpose only**

This is a **product-only limited warranty**.

2. Warranty Period

The warranty period is **one (1) year from the date of delivery**, unless otherwise stated in a written agreement signed by the seller.

The warranty period **does not reset, extend, or renew** based on installation date, project delays, partial replacements, or subsequent repairs.

3. Covered Defects

This limited warranty covers **manufacturing defects only**, including:

- Delamination caused by manufacturing defects
 - Structural panel failure under normal interior conditions
 - Abnormal deformation **not caused by installation, substrate conditions, or environmental factors**
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4. Exclusions & Non-Covered Conditions

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This warranty does **not** cover damage, failure, or claims resulting from, including but not limited to:

A. Installation & Site Conditions

- Improper installation or failure to follow installation instructions
- Installation over unsuitable, uneven, or unstable substrates or surfaces
- Use of unapproved or incompatible adhesives, fasteners, or mounting systems

B. Environment & Moisture

- Exposure to moisture, humidity, water, condensation, leaks, flooding, or wet cleaning
- Installation in non-climate-controlled areas, including but not limited to garages, basements, exterior walls, or commercial kitchens
- Fire, heat sources, or extreme or fluctuating temperatures

C. Use & Appearance

- Physical damage, impact, abrasion, abuse, or misuse
- Unauthorized modification, alteration, or repair
- Normal wear and tear
- Color variation, shade differences, grain variation, or natural material aging
- Scratches, dents, or cosmetic imperfections after installation

D. Performance Expectations

- Acoustic performance levels, sound ratings, NRC values, or noise-reduction results
- Suitability for any specific acoustic outcome, design intent, or architectural requirement

5. Warranty Remedy (Exclusive Remedy)

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If a valid manufacturing defect is confirmed, the seller's **sole obligation and the customer's exclusive remedy**, at the seller's discretion, shall be to:

- Repair the defective product, **or**
- Replace it with the same or a comparable product

Replacement products may vary slightly in appearance due to batch variation, material availability, or product updates.

No refunds or credits will be issued.

6. Excluded Costs

This warranty does **not** cover:

- Labor, installation, or removal costs
 - Freight, transportation, or storage
 - Project delays, downtime, or rework
 - Third-party costs, claims, or damages
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7. Claim Requirements

All warranty claims must be submitted **in writing** and must include:

- Original proof of purchase
- Product description and quantities
- Clear photos and/or videos of the alleged defect
- Installation details and site condition information upon request

Failure to provide complete documentation may result in **claim denial**.

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Manufacturer warrants to the original purchaser of its MDF wall panels in North America the following warranties:

8. Limitation of Liability

The seller's total liability under this warranty shall **not exceed the original purchase price of the defective product.**

Under no circumstances shall the seller be liable for **indirect, incidental, special, or consequential damages**, including but not limited to loss of use, loss of profits, or project-related costs.

9. Governing Law

This warranty shall be governed by and construed in accordance with the laws of the jurisdiction in which the product was sold.

10. Installer Acknowledgment & Installation Responsibility

By installing the acoustic panels, the installer, contractor, or installation company ("Installer") acknowledges and agrees to the following:

A. Review of Documentation

The Installer confirms receipt, review, and understanding of all applicable:

- Product specifications
- Installation guidelines
- Warranty limitations and exclusions

B. Site & Environmental Verification

Prior to installation, the Installer has verified that:

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Manufacturer warrants to the original purchaser of its MDF wall panels in North America the following warranties:

- The installation area is **interior, dry, and climate-controlled**
- Substrates and mounting surfaces are suitable for acoustic panel installation
- All site conditions meet product requirements

C. Installation Responsibility

The Installer is solely responsible for:

- Proper installation methods and workmanship
- Selection and use of appropriate fasteners, adhesives, or mounting systems
- Compliance with applicable building codes and project specifications

D. Pre-Installation Inspection Requirement

The Installer must inspect all panels **prior to installation**.

Installation of the product constitutes acceptance of the panels' condition, appearance, and suitability for the intended use.

Claims for visible defects, damage, or aesthetic concerns **will not be accepted after installation**.

E. No Warranty Transfer to Installer Workmanship

This limited warranty applies to **manufacturing defects only** and does not cover:

- Installer labor
- Installation errors or workmanship
- Improper site conditions
- Project design, acoustic performance, or architectural intent

F. Indemnification

To the extent permitted by law, the Installer agrees to **indemnify and hold harmless** the seller and manufacturer from claims, damages, or costs arising from improper installation, site conditions, or installer negligence.

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Questions about your VAF purchase?

Please contact us at service@vafhardwood.com
