

Warranty

Premium and Woodgrain Collection

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 20 years after installation date. The product will maintain its physical characteristics and acoustic properties throughout the warranty period.

Acoufelt products come with guarantees that cannot be excluded under the Australian Consumer Law. The benefits under this warranty are in addition to your other rights and remedies under a law in relation to the goods to which this warranty relates (the Australian Consumer Law).

INSTALLATION ENVIRONMENT

All Premium and Woodgrain products (made with FilaSorb™) are designed for indoor 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 most current and relevant "Acoufelt Installation Guide".
2. A full maintenance program is agreed and carried out throughout the life of the product. Please refer to the relevant "Care and Maintenance 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 product with an Acoufelt product of equal quality, or (at its option) pay for the cost of replacement of the defective part.
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 cover:

1. Moisture, dust, stains or other contaminants from daily use.
2. Any condition resulting from a use for which the product was not designed.
3. Differential shading from direct sun light exposure.
4. Tear, burns, pulls, cut and other damage resulting from improper maintenance and installation.

DISCLAIMER Acoufelt strives to fulfil the needs of its 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.