

ARTOFIX

Acoustic Products Limited Warranty

At Artofix, we are dedicated to delivering high-quality acoustic products that enhance both comfort and aesthetics. To ensure your continued satisfaction, Duvaltex Canada Inc. offers this limited warranty against material and manufacturing defects. Please review the terms and conditions carefully to understand the coverage and exclusions.

1. Warranty Coverage

Covered Products:

Artofix commercial acoustic products, including acoustic tiles, wall products, baffles and clouds, are warranted by Duvaltex Canada Inc. against defects in materials and workmanship for a period of five (5) years from the date of delivery. This warranty applies only to the original purchaser and is non-transferable. If an order is shipped in multiple stages, the warranty period begins on the date of delivery of the relevant product(s).

2. Warranty Exclusions and Limitations

The warranty does not cover the following:

- Normal wear, scratches or misuse.
- Incorrect or improper installation of the product.
- Improper cleaning or use of inappropriate chemicals.
- Modifications made without the written consent of Duvaltex Canada Inc.
- Exposure to extreme changes in heat, humidity or dryness, waterlogging, or exposure to chemicals, smoke or similar abnormal conditions.
- Variations in color, shade, or patterns inherent to the products, due to manufacturing variations or natural processes, such as exposure to sunlight.
- Claims relating to third-party fasteners or accessories supplied or specified by Artofix (e.g., Griplock® systems) which are covered by the third-party manufacturer's warranty.
- Claims made more than thirty (30) days after discovery of the defect.
- Minor differences between samples or photos and the final product.
- Damage caused during transportation by a third party.
- Labor costs for installation, removal or packaging of the product for return, unless the claim is validated.

3. Disclaimer of Liability

EXCEPT AS SET FORTH HEREIN, NEITHER DUVALTEX CANADA INC. NOR ITS AFFILIATES MAKE ANY REPRESENTATIONS OR WARRANTIES, INCLUDING, WITHOUT LIMITATION, ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND DUVALTEX CANADA INC. EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES. THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE. DUVALTEX CANADA INC.'S LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT OF DEFECTIVE PRODUCTS AND DOES NOT INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES.

4. Warranty Claim Procedure

To make a warranty claim:

You must notify Duvaltex Canada Inc. in writing within thirty (30) days of discovery of the defect at: specs@duvaltex.com. Duvaltex Canada Inc. reserves the right to inspect and validate the defect and may require photographic evidence or the return of the defective product. Claims made after the warranty period will not be accepted.

Duvaltex Canada Inc. reserves the right to modify or discontinue Artofix products without notice and is not responsible for differences in color or availability of replacement products. If a replacement is necessary, a product of similar quality or price may be substituted.

This warranty is the sole and exclusive warranty offered by Duvaltex Canada Inc. and may not be modified, extended or altered by anyone, including its distributors, dealers, salespeople or representatives.

5. Maintenance

To maintain the quality of Artofix products:

- Handle Artofix products with clean, dry hands.
- Use a vacuum cleaner with a soft brush attachment to remove surface dust and debris.
- Use only a clean, soft, lint-free cloth to lightly wipe dirt off the surface of acoustic tiles.
- Use only mild soap and a small amount of water on the surface for more stubborn stains.
- Do not use solvent-based cleaners or any harsh chemicals, as they may permanently damage the Artofix tiles.

Effective January 1, 2024.