

Warranty

What is covered...

Hunter Douglas Specialty Products, Inc. ("Hunter Douglas") warrants to the original purchaser/owner that its Techstyle Acoustical Ceiling panels will not sag, shrink or warp directly due to defects in materials or workmanship for a period of 10 years from the date of initial installation, subject to the conditions and limitations set forth below. Techstyle Acoustical Ceilings are designed for interior use only, so warranty coverage extends only to interior applications.

What we will do...

The obligation of Hunter Douglas and its distributors is limited to the replacement of ceiling panels found to be defective and excludes the cost of removal and reinstallation. Such replacement will be with panels of the same or a similar grade, color and quantity, which will be sent by Hunter Douglas at its expense to the place of installation, provided that such installation is within the continental United States.

What is required...

As a condition to warranty coverage, Techstyle Acoustical Ceilings must be installed and maintained in accordance with Hunter Douglas specifications and instructions in effect at the time of installation, and must be kept clean and dry at all times. These ceilings must not be used to support lights or any other structures or materials (except fiberglass insulation and sound control material installed in accordance with Hunter Douglas's specifications and instructions). Also, warranty claims must be made by written notification to Hunter Douglas at the address provided below within 30 days after the discovery of the problem and in any event within the warranty period. All warranty claims must be accompanied by proof of purchase and installation date, as well as details regarding the nature of the problem, location of the panels, etc.

What are the exceptions...

Hunter Douglas and its distributors shall not be liable for, and this warranty does not cover, any conditions or damages resulting from accidents, alterations, misuse, abuse, neglect, exposure to the elements, fire, acts of God (such as but not limited to earthquakes, hurricanes, tornadoes and violent storms), exposure to harmful chemicals or fumes, failure of the surrounding structures (movement of walls, grid or foundations, settling, building leaks, etc.), rusting or other deterioration of supporting grids or other structures, condensation, abnormal humidity, painting, staining, failure to follow our instructions with respect to measurement, field adjustment/fitting, installation, cleaning or maintenance, removal of the product and reinstallation in the same or another location, or normal wear and tear.

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