

## 1. Warranty Period:

This warranty is valid for a period of two (2) years from the date of purchase.

## 2. Coverage:

This warranty covers:

- Defects in materials and workmanship of the acoustic panel.
- Delamination or separation of the acoustic fabric from the fiberglass core.
- Significant discoloration or degradation of the acoustic fabric under normal use conditions.

This warranty excludes:

Any discoloration or degradation resulting from:

- Direct exposure to sunlight for prolonged periods.
- Exposure to chemicals, including cleaning agents not recommended by the manufacturer.
- Physical damage like cuts, burns, or abrasions.
- Improper handling, such as folding, creasing, or excessive rubbing.
- Any other conditions or treatments not considered "normal use."

"Significant discoloration" refers to any noticeable and unintended change in the color of the acoustic fabric that deviates from its original appearance when the panel was new. This includes, but is not limited to, fading, staining, or any other color alterations that are not a result of external factors like spills or chemical reactions.

"Degradation" pertains to the breakdown or deterioration of the acoustic fabric's quality, texture, or structural integrity. This could manifest as fraying, tearing, or the fabric becoming thin or brittle without any external force or misuse. Under Normal Use Conditions: This warranty covers discoloration or degradation that occurs under typical, intended use conditions. This means the panel is used indoors, away from direct sunlight, extreme temperatures, or moisture, and is not subjected to any unusual physical stress or chemical exposure. The panel should be installed and maintained as per the manufacturer's guidelines.

Claim Verification:

To verify a claim under this clause, the manufacturer or authorized service center may require:

- A detailed description of where and how the panel has been used.
- Photographs showing the discoloration or degradation.
- Physical inspection of the panel, if deemed necessary.

## 3. Exclusions:

This warranty does not cover:

- Damage resulting from misuse, abuse, or accidents.
- Damage from exposure to extreme temperatures, extreme moisture and condensation or direct sunlight.
- Normal wear and tear.
- Any modifications, alterations, or repairs made by others than Montreal Acoustics.
- Damage resulting from improper installation by installers not employed by Montreal Acoustics.
- Poor maintenance.

#### **4. Claims Procedure:**

To make a warranty claim:

Retain your original purchase receipt as proof of purchase.

Contact the retailer or distributor from whom you purchased the panel.

Provide a detailed description of the defect or issue, along with photographs if possible.

The retailer or distributor will guide you through the next steps, which may include returning the panel for inspection.

#### **5. Remedies:**

Upon verification of the defect, Canacoustics, at its discretion, will:

Repair the defective panel.

Replace the defective panel with a new or refurbished panel of equal or greater value.

Provide a prorated refund based on the remaining warranty period.

#### **6. Limitation of Liability:**

The remedies outlined above are the sole and exclusive remedies available. The manufacturer shall not be liable for any incidental or consequential damages arising from the use, or inability to use, the acoustic panel.

#### **7. Transferability:**

This warranty is non-transferable and is only valid for the original purchaser.

#### **8. Governing Law:**

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

This warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. Always retain your purchase receipt and this warranty document for future reference.