DICOUSTIC

5 Year Limited Warranty

DICOUSTIC Acoustic Solutions

DICOUSTIC warrants that all Acoustic Solution Products supplied and/or installed by it will be free of manufacturing and material defects. Only original hardware and accessories are approved for use with our product. Use of another hardware or accessories will void the warranty. Failure to use certified installers (certified by DICOUSTIC), proper fasteners, adhesives, other finishing or maintenance accessories and/or other installation methods consistent with DICOUSTIC installation instructions shall relieve DICOUSTIC of any liability. Physical abuse, misuse, neglect, abnormal usage, failure to follow instructions, inappropriate storage, movement from original location, structural movement, third party tampering, natural disasters, excessive temperature, excessive humidity, power/voltage fluctuation, power outage, damage or breakage not due to a defect in the material is not covered by the warranty.

The warranty does not apply to damage to the product caused while in transit or in storage.

The warranty excludes color variation from sample to final product and between production cycles due to the innate and complex blending of natural minerals, man-made resin and pigments.

The warranty does not cover exterior usage of this product or exposure to exterior elements unless explicitly mentioned. Any defective product will be replaced free of charge if a claim, proof of purchase, photo of area and original location is presented in writing to DICOUSTIC within FIVE (5) YEARS following the date of sale; DICOUSTIC reserve the right to inspect the claim at site if deemed necessary by DICOUSTIC; suitable access to the product to be provided by others. DICOUSTIC will not be responsible for any removal or installation costs involved in such replacement. Replacement will include shipment costs within a radius of 3,000 km from our manufacturing facility.

This warranty is IN LIEU OF any other warranty, expressed or implied, including, but not limited to, any implied warranty of MERCHANTABILITY or fitness for a particular purpose.

Our liability under this warranty is limited to replacement of product and does not include any responsibility for incidental, consequential, indirect, special, punitive or exemplary damages of any nature, whether or not based in warranty, contract, indemnity, tort (including negligence) or any other theory or law or equity.

This warranty gives you specific rights and you may have other rights which vary from country to country. Some countries do not allow limitations of implied warranties or consequential damages, so these limitations may not apply to you. This warranty is non-transferable.

IMPORTANT: Our products, like others in this industry, are subject to damage during shipping. As soon as the recipient has accepted the products in good condition, DICOUSTIC responsibility ceases. Freight carriers will not honor a claim for concealed damage if the waybill is authorized clear. It is important to inspect the contents of each carton/package/pallet/crate immediately as it comes off the carrier. If this is not possible, then inspect the carton carefully for dents, abrasions, signs of impact or markings. If the carton appears damaged, sign the waybill with the following notation: Cartons have exterior markings, possible concealed damage.

For damages incurred during shipment; a claim must be filed with the carrier within 15 days of your receipt of product if damage within the carton/package/pallet/crate is found.