



# Warranty Conditions

Collection: ACOUSTIC PANEL

The warranty offered by FAUS INTERNATIONAL FLOORING S.L. (hereinafter referred to as "FAUS") applies only to the product manufactured exclusively by FAUS, and whose label expressly identifies the manufacturer's warranty seal, hereinafter referred to as "the product". The warranty is under the following terms:

1. FAUS guarantees the product to the customer, when it is used in accordance with the uses for which it has been designed and indicated by the manufacturer, for a period of 5 YEARS from the date of purchase of the product (hereinafter "warranty period").
2. For the application of this warranty, it should be noted that the product is subject to annual depreciation. Therefore, in the event of the application of this warranty, the value of the product will be calculated by applying a depreciation of 1/5 of the value of the product installed at the time that corresponds, taking the date of purchase as the start of the product's depreciation and the date of the claim as the final computation.
3. This warranty only applies to defects in the product that originate in the production process, that is, not caused during or due to transportation, handling, prior conditioning or installation of the product.
4. Prior installing the product, it must be carefully inspected to detect any visible damage or defects (color changes, differences in brightness, paper shortages, etc.), damages related to the product installation will not be covered by this warranty. Warranty expires 30 days after the product purchase for visual visible defects
5. Installation, cleaning, care and maintenance instructions must be read carefully, and it is necessary to prove that they have been correctly followed to guarantee warranty can be applied. The instructions can be found in each product package. In case they are missing, you should contact to whom you purchased the product was purchased to request an instruction copy free of charge, or contact FAUS INTERNATIONAL FLOORING S.L. (Calle Jovada nº14, Spain CP-E46727). If you have any questions regarding the installation or maintenance of the product, please contact your supplier.
6. To make the warranty effective, you must contact the supplier within 30 days of becoming aware of the product defect and with the purchase invoice before the warranty period has expired. The warranty is only applicable to the first buyer and in no case will it be transferable to third parties.
7. FAUS reserves the right to inspect the product and/or installation, claim objects and the right to collect or request all the information related to the product, installation, maintenance, use of the product necessary for a correct evaluation of the claim.
8. The Warranty does not cover any additional costs related to the referenced purchase value, in concept of installation, replacement expenses and/or disassemble and removal of the product, additional materials necessary or penalties (example works delays, etc.).
9. FAUS will not be responsible, in front of the client or third parties, for any incidental or consequential damages, produced because of non-compliance with what is established in this guarantee.
10. The replaced product will be guaranteed from customer claim date until corresponding warranty period, starting from product claimed purchase date.
11. The warranty does not cover dents, scratches, damages caused by natural agents (water, erosion, insects, etc.), damages caused because of alterations made to the product, or damages caused by negligence. The warranty cannot be applied when the installation and/or maintenance instructions of the product have not been followed, the products have not been used for the purpose for which they were manufactured, the usage recommendations determined by the manufacturer have not been respected, the customer has attempted to eliminate the faults on their own or with the help of third parties, or the customer has not communicated the reasons for their claim in writing to the purchasing establishment, attaching the purchase invoice.
12. For this warranty to be applicable, the damages produced must be visible from a minimum distance of 1.50 m. Lower values are not considered within the conditions of the warranty.
13. The responsibility of FAUS is limited to the replacement of the damaged product with another of the same design and characteristics, and if it is not available, with other equal value chosen by the customer calculated in accordance with clause 2 of this contract. FAUS does not authorize any customer or third party to establish any additional obligation or FAUS responsibility respect to the product.
14. Defects not attributable to the manufacturer, as scratches, dents, indirect damages, defects due to humidity, improper use or maintenance, any discoloration over time, will not be covered by the warranty.

In case of complaint, we thank you to fill in this questionnaire and attach to the invoice of purchase (duly stamped by the dealer) to file your claim:

#### Buyer Information:

Name:  
 Address:  
 Phone:  
 Population:  
 Postal Code:  
 Purchase Date:

City:  
 Country:  
 Date and Signature:

#### Dealer Information:

Name of the dealer where the purchase was made:  
 Address:  
 Contact Fax or email:  
 Population:  
 Postal Code:

City:  
 Country: