

Origin 21.

ACOUSTIC WALL PANEL

MANUFACTURER'S LIMITED WARRANTY

What We Cover and for How Long

Manufacturer warrants to the original residential purchaser for a period of one (1) year from the original date of purchase that the panels will be free of manufacturing defects.

What You Must Do to Keep the Warranty in Effect

- You must acclimate, install and maintain your panels according to the installation and cleaning instructions.
- Your panels must be installed in a dry, climate controlled, indoor, residential or light commercial environment (temperature range of 64°- 86°F (18°- 30°C) and humidity range of 35% to 75%.)
- You must keep your proof of purchase, the end carton label that identifies the panel production date and other documents and receipts.

What This Warranty Does Not Cover

- We do not cover any installation, removal or disposal costs.
- We do not cover shipping or return costs.
- We do not cover surface wear or damage resulting from abusive conditions, misuse of the panels, freight damage, modification, alteration, repair or service by anyone other than the authorized Manufacturer's representative, or accidents, including but not limited to severe impact, scratching, cutting, negligence or chemical damage.
- We do not cover scratches, indentations and marks that continue across multiple slats. Gloss reduction is not surface wear. Surface wear must be readily visible from the distance of 6 feet, measuring at least 1 square inch.
- We do not cover water damage.
- We do not cover smoke damage.
- We do not cover panels installed in bathrooms or other rooms with high humidity such as saunas, hot tubs, or indoor pools.
- We do not cover panels that have been painted, stained, sanded or treated with any chemicals.
- We do not cover damage from waxes, solvent based cleaning agents, abrasive cleaners, or similar cleaning and care methods.
- We will not review claims unless you purchased the panels from an authorized retailer in the original packaging.

How to Make a Claim

To make a Warranty claim, contact your retailer or distributor in writing within 30 days after you detect a potential defect. Please include your contact information.

If your retailer or distributor is no longer in business, you may email us at info@nsp-panels.com or call us at (800) 449-9460. You can also write to us at:

NSP Panels and More LLC

Attention: CUSTOMER WARRANTY CLAIMS MANAGER

134 PLI Drive, Commerce, Georgia 30529

What We Will Do to Correct Problems

If we approve a claim, we may choose to replace or refund the original cost of the defective materials. If the product is no longer available, you will be able to choose from our current designs of equal value. We reserve the right to inspect installed panels and to remove samples if needed. This warranty is limited to the cost of the panel product cost as outlined in this warranty.

We will not pay for any consequential damages.

DISCLAIMERS AND HOW STATE LAW MAY RELATE TO THIS WARRANTY

MANUFACTURER DISCLAIMS, TO THE FULLEST EXTENT PERMITTED BY FEDERAL AND STATE LAW, ALL OTHER WARRANTIES AND GUARANTEES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATION OR WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. MANUFACTURER WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. SOME STATES DO NOT ALLOW FOR THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION OF CONSEQUENTIAL DAMAGES MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE. THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF MANUFACTURER.

LIMITED COMMERCIAL USE WARRANTY

We warrant to the original purchaser for one (1) year from the original date of purchase that the panels are free from manufacturing defects when installed and used in a light commercial setting. Light commercial setting includes offices, conference rooms, reception areas, common areas, classrooms and store dressing rooms but does not include areas that require harsh/antiseptic cleaning or any heavy commercial or areas with high humidity. This limited commercial warranty includes all the above exclusions and conditions.

This limited warranty, dated April 1, 2024, supersedes all prior warranties.