

WARRANTY

Here at Flow Wall® we would like to offer you a warm welcome to the family! We know you'll absolutely love your new storage solution purchase. We are committed to 100% customer satisfaction and look forward to serving you again.

These warranty guidelines will outline the policies we practice, ensuring minimal inconvenience in the event your product fails to meet your expectations.

Should you have any questions, please contact us by email: customerservice@flowwall.com.

All warranties apply to the original Flow Wall customer and begin from date of purchase. We offer a one-year limited warranty for all our products. Proof of purchase is required with all claims, have any applicable receipts and photos ready when you contact us. See details below.

WARRANTY FOR ALL PRODUCTS

Flow Wall determines that our products are free from defects in the material and workmanship for the original consumer purchaser for a period of one (1) year from the original date of purchase. The word "defects" as used in this warranty, is defined as a defect which impairs the quality of utility of the product.

This warranty is limited to the repair or replacement of Flow Wall products that are defective in material or workmanship.

If a component is determined to be defective within the terms of the warranty, Flow Wall will furnish a replacement component at no cost to you. If the entire product is found to be defective with sufficient evidence, Flow Wall may repair or replace your product at Flow Wall's discretion.

This warranty applies only to product purchased and shipped to customers in the continental United States and Canada.

This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.

This warranty applies under conditions of normal use but does not apply to defects or damage that result from intentional or accidental damage, weather related conditions (including but not limited to wind, flooding, excessive heat or excessive UV exposure), negligence, unreasonable or commercial use. (Please refer to "Items Not Covered Under Warranty" below.)

All implied warranties arising under state law are limited in duration to the applicable warranty period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Liability for incidental or consequential damages is excluded to the extent the exclusion is permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

In the event that a package arrives damaged, refuse the shipment or contact Flow Wall by calling (877) 356-9925.

To the extent permitted by law, all sales of Flow Wall branded products are governed by Utah law without giving effect to its conflict of law provisions.

REFUNDS AND RETURNS

To receive a refund, you first need to contact Flow Wall by calling (877) 356-9925 option 2 or send us an email at: customerservice@flowwall.com.

You may return new items purchased DIRECTLY from flowwall.com within 30 days of delivery for a refund of the cost of the product. The product(s) must be returned in the original packaging, including any parts, accessories, manuals, and documentation and be in resalable condition.

You will be required to pay the cost of return shipping to Flow Wall's warehouse location.

Returned products must arrive at our warehouse within 45 days of the original delivery to qualify.

You should receive your refund to be credited to your bank account within 3 to 4 weeks.

You must provide a copy of your sales receipt or other acceptable proof of purchase.

To the extent permitted by law, all sales of Flow Wall's products are governed by Utah law, without giving effect to its conflict of law provisions.

ITEMS NOT COVERED UNDER WARRANTY

Commercial or Institutional use including, but not limited to multi-family residential units, hotels, garages, and other commercial related institutional applications.

Damage caused by shipping, accidents, fading, staining, natural weathering, misuse, alterations or repairs. No other person is authorized to assume liability on behalf of Flow Wall and in no event shall Flow Wall be liable for any contributory or subsequent damage related to the merchandise purchased from Flow Wall.

Rust, seepage, or bleeding from crevices or hidden, non-finished surfaces inherent in some ornate designs and/or oxidation of panels resulting from exposed metals that have been scratched, chipped or not maintained as outlined in the care and maintenance instructions.

Failure caused by unreasonable, unforeseen use or abuse.

Natural fading, color variations, veining, crazing or hairlines, scaling, patinas or fillers necessary and inherent to certain types of natural stone. Normal fading of frame finish. Accidental damage (including fire, wind or other acts of God).

Permanent stains caused by oils or other similar substances.

Hard-water deposits or calcium build-up due to minerals.

Installation combined with other manufacturer's products or incorrect installation from Flow Wall's instructions.

Failures caused by any third-party product, service, or system connected in conjunction with Flow Wall products.