

Warranty

The manufacturer of Genesis maintenance-free ceiling panels, guarantees that your Genesis panels will be free from manufacturing defects for a period of twenty-five (25) years from the date of purchase.

Warranty Limitations

This warranty does not cover problems caused by improper installation methods. It covers only installations done in accordance with the installation and handling instructions contained within each box of Genesis maintenance-free ceiling panels.

This warranty does not cover damage caused by improper maintenance or by use contrary to our recommendations.

This warranty does not cover normal wear and tear or environmental impacts such as sunlight or finish color changes due to exposure to smoke, fumes, leaks or abuse.

This warranty does not cover labor charges.

This warranty applies only to material purchased by you, the owner, in unopened cartons for your own use and not for resale.

This warranty is not transferable and applies to the original purchaser only.

Note: We cannot guarantee that the published surface burning characteristics, fire resistance ratings, acoustical performance, dimensional stability/sag, or light reflectance will remain as stated if the tiles are painted.

Difference from Photos

This warranty does not cover differences between photographs and actual product purchased. We strongly recommend that all customers request and evaluate samples prior to purchase.

Implied Warranties

There are no implied warranties, representations or conditions, except those required by statute, and they shall not extend beyond the term of the warranty applicable to your purchase.

Consequential or Incidental Damages

We exclude and will not pay any consequential or incidental damage, loss or expense.

Legal Rights

This warranty gives you specific legal rights, and you may have other rights which vary by jurisdiction.

If There Is a Defect in Your Genesis Maintenance-Free Ceiling Panels

If a manufacturing defect does occur within the terms and conditions of this warranty (25 years from date of purchase), you will be supplied with new material to replace the defective parts, subject to inspection and approval by the manufacturer.

How to Make a Claim

If you believe there is a defect in your Genesis maintenance-free ceiling panels and want to make a claim under this warranty, please notify, in writing, at:

Genesis Ceiling Panels
PO Box 1581, Appleton, WI 54912-1581