



Limited Warranty / Acoustic Collection

PLEASE READ BEFORE THE INSTALLATION

Environmental conditions such as exposure to light and fluctuation in temperature and humidity, will greatly affect product performance from the initial installation throughout its life. Refer to our installation instructions and warranty for proper steps to a successful install and ensure the lifelong performance of your Woodwerx wall. Failure to follow the installation instructions shall void this warranty.

Woodwerx guarantees the conformity of its products when they are installed according to Woodwerx installation instructions and are maintained in an environment where ambient humidity ranges from 35% to 55% before, during and after the installation.

Solid wood and wood veneer are susceptible to show movement when ambient humidity level is below 35% or above 55% such as gapping between pieces and possible cupping.

Woodwerx can not be held responsible for site conditions and products that are not installed per our instructions.

Woodwerx guarantees the wall panels against manufacturing defects. If, upon opening a box a panel is defective or fails to meet Woodwerx quality standard, the consumer may return the panel to the original dealer for a replacement.

This product is flammable and its use near an important heating source is not recommended. Please check the latest construction regulations in your area. In addition, the wood will lose its humidity which can cause delamination.

Storage: Do not store in a garage, basement, or other locations where the wood would be exposed to the effects of uncontrolled humidity and environment conditions.

2 – Year Limited Structural Warranty

Woodwerx guarantees the wall panel, in its original condition, shall be free from manufacturing defects for the period of 2 years from the date of the original purchase.

Given the nature of wood, it is possible that Woodwerx wall panels may vary in colour variations from one panel to the next, from one sample to the next, and from one production lot to the next. We recommend that you lay out the panels on the wall based on your personal colour preferences. Such variations may not be claimed under warranty.

To avoid dramatic variation between pieces, it is recommended that the installation be completed from the same lot.

Ceiling applications are not covered by this warranty.

This warranty does not cover ANY other costs, such as, but not limited to, installation, transport, punitive damages, labor etc.

This warranty does not cover cupping and/or delaminating due to excessive moisture or humidity.

This warranty does not cover damages caused by or related to improper storage or installation of the wall panels.

This warranty does not cover manufacturing defects in the wall panels which have been installed, and which could have been discovered by the installer prior the installation.

By installing this product, you confirm that you have consulted the installation instructions and acknowledge your approval of the product and its warranty.

What Woodwerx will do

Woodwerx will repair or replace any defective wall panels or issue credit for the defective portion. However, you are responsible for the costs associated with shipping and handling of replacements, as well as any additional expenses related to the defective panels, including labor for removal and installation, and any extra materials required. Please note that, due to the natural variations in the product, replacements may not match the original order in terms of color, tone, or other inherent wood characteristics.

Should you have any questions or concerns regarding the product, installation, or warranty, please reach out to your sales representative.