

## Manufacturer's Warranty

All Amorim Cork Solutions wall coverings are covered by a LIFETIME STRUCTURAL WARRANTY. We certify that each product is free from manufacturing and structural defects and will remain free of these defects for the entire life of the product.



### Warranty Terms and Conditions

The assertion of warranty claims against Amorim Cork Solutions is subject to compliance with the following terms and conditions:

- The warranty is valid from the date of purchase as shown on the customer's invoice.
- The warranty applies only to the original user and covers only approved product applications.
- The warranty applies to wall coverings used exclusively in interior areas, excluding wet or damp areas such as bathrooms or saunas.
- The warranty is only valid if proper installation, cleaning and maintenance procedures are followed.



### Exclusions

The following are expressly excluded from the present warranty:

- Defects, which are not related to the manufacturing process.
- Defects or damage caused by transportation.
- Expanding and contracting of the cork wall tiles/panels.
- Defects or damage caused by installation that does not comply with the recommended installation procedures. Any failure, as a result of improper installation, is the sole responsibility of the contractor and/or installer.
- Deficient or inadequate support (wall).
- Inadequate product choice for the use conditions.
- Labor on material installed with obvious visual defects.
- Dissatisfaction in color, shade or texture variations from samples, batch, exposure to sunlight or replacement.
- Damage due to improper or not recommended care, maintenance or refurbishment.
- Unapproved modification or repair.
- Damage due to exposure to excessive heat, cold, moisture or dryness (more than 70% or less than 30% R.H.).
- Problems due to moisture, mildew or chemical substances.
- Damage due to stains, scratches, gouges, scuffs, punctures, tears, fading, indentations, burns, improper storage, insect infestation or other incident such as fire, flood or abuse.
- Accidents, abuse, misuse or force majeure.



## Warranty Coverage

- This warranty is effective in addition to the statutory warranty and all other rights the buyer is provided with by law, including the rights of the buyer with regard to the seller.
- If, unexpectedly, a defect is verified, Amorim Cork Solutions distributor will arrange for the repair or replacement of the defective product; if the wall covering needs to be replaced, the replacement material will be the same design and coloration as the original. If the original wall covering is no longer available, then other product of equal value will be supplied.
- Amorim Cork Solutions will repair or replace a wall coverings one time during the life of its warranty.
- Amorim Cork Solutions excludes and will not pay consequential damages under this warranty. Repair or replacement of the material is the sole remedy.
- This warranty includes the replacement of the defective wall tiles and/or the cost of labor, according to the table below.

| Period (years):   | Warranty coverage:                                                                   |
|-------------------|--------------------------------------------------------------------------------------|
| <b>0 - 2</b>      | 100% of the Wall Products for replacement + costs of removal and installation        |
| <b>&gt;2 - 5</b>  | 75% of the Wall Products for replacement (without costs of removal and installation) |
| <b>&gt;5 - 10</b> | 50% of the Wall Products for replacement (without costs of removal and installation) |
| <b>&gt; 10</b>    | 20% of the Wall Products for replacement (without costs of removal and installation) |



## Disclaimer of other Warranties and Limitation of Liability

- This is a limited Warranty. Except as set forth herein, we make no warranties regarding the product and we exclude and disclaim, to the extent permitted by applicable law, any and all implied warranties with respect to the product, including, without limitation, any implied warranty of merchantability, fitness for a particular purpose, satisfactory quality and/or correspondence with description.
- Other than expressly provided herein, under no circumstances shall we be liable to the end-user, purchaser or any third party for special, indirect, incidental or consequential damages of any kind, arising out of any defect in our product, candles, etc), water, erosion, spiked heel shoes, pet claws, pebbles, sand or other abrasives.
- **1.1. Detectable defects verifiable prior to installation.**
- **1.2. Difference in shade or color.** Our products are based on natural materials. We do not warrant any difference in shade or color between samples/photographs and the product, 1) from batch to batch, 2) due to exposure to sunlight, 3) resulting from replacement of a portion of the product, 4) resulting from the different age and history of the same product reference/batch.