



# Five (5) Year Limited Warranty

Qwel™ acoustical ceiling and wall solutions are manufactured by Genesis Products, Inc. (Genesis). Qwel products are warranted to be free from manufacturing defects when installed and used as intended for a period of five years from the date of purchase by the end user.

## Qualifications

- Warranty applies only to the original owner/purchaser of the product and is not assignable or transferrable.
- Product(s) must be installed according to manufacturer's written instructions.
- Qwel reserves the right as condition of warranty to request evidence in the form of pictures or samples as deemed necessary.
- Detailed information will be required to honor warranty including date of purchase, date of installation and location of product, including detailed description.

## Common Exclusions May Include

- Damage caused by installation
- Damage caused by instability/improper structural support
- Exposure to moisture/water
- Normal wear and tear
- Exposure to heat/thermal shock
- Previously repaired parts or alterations
- Accidents, misuse, exposure to chemicals
- Customer design and source components
- Vinyl performance hydrolysis level
- UV color stability
- Improper storage

## Available Remedies

If a customer makes a valid claim under this warranty policy for a defect on a covered product, Qwel, at its option, will either:

1. Repair the product at Qwel's cost;
2. Replace the product at Qwel's cost with a new or refurbished product with comparable function and performance;
3. Refund or credit the purchase price of the product (excluding taxes, duties, fees, and other amounts).

Qwel reserves the right to discontinue or modify any of its products, including the color hereof, without notice and shall not be liable as a result of such discontinuance or modification, nor shall Qwel be liable in the event replacement material varies in color in comparison to the original product. If Qwel replaces any material under this warranty, it may substitute.

## What the Customer Must Do

To obtain performance under this warranty, the purchaser shall notify Qwel in writing of any manufacturing defect within thirty days following its discovery and shall submit with such notification proof of date of purchase and installation, in order to provide Qwel an opportunity to investigate the claim and examine the material claimed to be defective. All notifications shall be provided to: Genesis Products, Inc., Qwel Warranty Department, 1853 Eisenhower Dr. Goshen, IN 46526. Qwel shall then promptly inspect the claimed defect prior to the furnishing of any replacement material. Upon approval, and within a reasonable period of time, Qwel will provide the replacement material (or in lieu of providing replacement material shall refund the amount paid for the defective material) in accordance with the terms set forth above.

### **How does state law apply?**

This warranty gives you specific legal rights and you may also have other rights, which vary from state to state. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the limitation or exclusion herein may not apply to you.

### **How do you get service?**

You must notify Qwel of any product failure covered by this warranty within 30 days of first observation of failure by writing to the following address: Genesis Products, Inc., Qwel Warranty Department, 1853 Eisenhower Dr. Goshen, IN 46526. For service, you may call us at 1-877-266-8292.

## Make a Warranty Claim

Owner: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Zip/Postal Code: \_\_\_\_\_ Country: \_\_\_\_\_

Contractor/Installer: \_\_\_\_\_

Date Installed: \_\_\_\_\_

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