



## ACOUSTIC PANELS PRODUCT WARRANTY



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We have the old-fashioned value that the customer should always feel like they got what they paid for. No catches, no loopholes, no headaches. Just results.

## **Warranty Limitations:**

MPS warrants the hardware and mounting equipment for ten (10) years and acoustic material for two (2) years to be free from defects in materials and workmanship from the date of purchase. This warranty does not apply to components not manufactured by MPS, which are subject to the specific warranties of those manufacturers, if any.

MPS cannot be held responsible for reasonable variations in dye lot from order to order or within a shipment. PET Felt uses a traditional 'felting' process to create its panels. This often results in a pleasing heathered effect, where multiple tones are present in the fiber. Slight and consistent variations in color should be expected when using sustainable material.

Repair or replacement of any defective component covered by the MPS warranty will be made at no charge to the original purchaser during the warranty period. Labor required to facilitate the repair or replacement will be the responsibility of the original selling dealer. This warranty policy does not apply to defects resulting from negligence, misuse, alteration, improper cleaning, stains or accidents. The judgement of MPS will be final in all matters concerning the condition of the products, the cause or nature of the defect, and the necessity or manner of repair. This warranty applies to products sold in the USA only, and is made only to the original purchasers acquiring our products through authorized dealers, directly from MPS, or from others specifically authorized to sell our products.

## **Warranty claims:**

- During the warranty period, the buyer may apply directly to MPS for a return authorization number (RA#). Upon obtaining a RA#, the defective component(s) may be shipped to MPS. Repaired or new components(s) will be shipped back generally within five (5) business days.
- If components are purchased from a dealer other than MPS, the buyer is obligated to submit the request to the dealer. Dealers should follow a similar process as above.
- In no event shall MPS be liable for incidental or consequential damages.

This warranty provides specific legal rights, and there may be others that vary from state to state or in the country of compliant use. Therefore, certain additional exclusions may apply.