

RESIDENTIAL LIFETIME WARRANTY

FOR AS LONG AS YOU OWN YOUR HOME

MATERIALS & LABOR INCLUDED

CeilDex will warrant from the original date of installation material that fails due to any manufacturing defect when furnished and installed by CeilDex authorized installer. This warranty applies to the repair or replacement of failed wide-span ceiling sheet or perimeter profile that has been permanently installed in your residence. CeilDex guarantees installed stretch ceilings to be free from sagging and warping as a result of defects of materials or factory workmanship. The option to repair or replace the sheet is at the sole discretion of CeilDex.

This Residential Lifetime Warranty is available only to the original owner of a single-family residence in which stretch ceilings have been originally installed. In the case of a newly constructed single-family residence, this warranty is available to the "first" owner purchasing the residence with stretch ceilings permanently installed and is transferable according to the terms and conditions stated below.

TERMS and CONDITIONS:

- A. This warranty applies only to CeilDex materials sold through authorized installers in CeilDex network and does not apply to any other products, including other stretch ceilings' products manufactured or supplied by any other party, except CeilDex.
- B. This warranty applies only to CeilDex materials that have been permanently installed in the interior of single-family residences and have not been moved from their original installation area(s). If after or during installation you decide that you do not like the type of the ceiling sheet, the color or finish you selected, that decision is not covered under this warranty.
- C. This warranty does not cover any residence where the owner is not the occupant.
- D. This warranty does not cover materials and/or services that have not been paid in full.
- E. To request service under this warranty you must contact CeilDex.com directly at (818)223-7932 and submit a description of the defect in writing to ceilingca@gmail.com within ten (10) days of the failure of stretch ceiling. You may also mail a written account claim to the company address: 15106 Burbank Blvd., Sherman Oaks, CA, 91411
- F. Following installation, you get a warranty certificate. If no warranty certificate is given to you, your original receipt or invoice showing the name of the Owner, Authorized Installer, CeilDex will fully honor this warranty even though no warranty certificate is on file. You must agree to cooperate with CeilDex or its authorized agents in the inspection of the product and assist us in efforts to perform our obligations under this warranty.
- G. This warranty is transferable under the following conditions: The original or first owner must have initially received the warranty from CeilDex as specified in item F. The original or first owner must submit to CeilDex in writing the name, address and phone number of the new owner. The new owner will receive a prorated 10-year limited warranty, which is prorated from the original date of installation. In no event will the transferred warranty exceed ten (10) years from the date of the original installation.
- H. In the event that stretch ceilings fail due to a manufacturing defect, CeilDex will, at its sole discretion, replace such materials and cover the cost of shipping the defective materials to the replacement location. CeilDex will seek to obtain the best possible result, however, exact color match is never guaranteed, as manufactured dye lots can vary slightly in their tints and environmental conditions over long periods of time (many years) can slightly change the color. These slight variations over time are generally unnoticeable yet when a new piece is installed directly abutting a much older piece, a slight variation may exist. All decisions regarding this warranty are at the sole discretion of CeilDex. No representative, dealer, salesperson, distributor, installer or any other person is authorized to make any warranty or promises on behalf of CeilDex with respect to stretch ceilings.

EXCLUSIONS:

- A. This warranty does not cover use for any commercial purposes. Commercial use includes but is not limited to, use in a store, rental properties, office or any other place of business.
- B. This warranty does not cover products installed outdoors or in direct sunlight.
- C. This warranty does not cover failures due to installers not following the prescribed installation procedures as outlined by stretch ceilings. Improper installation is the sole responsibility of the Installer.
- D. This warranty does not cover any defects that were visible at the time of installation and were not avoided during Installation. Installers are required to perform a visual inspection of all materials prior to installation and again after the installation.
- E. This is a product warranty only. It does not cover additional labor to remove and/or reinstall stretch ceilings, or any other tasks necessary to complete the replacement or removal of the defective material.
- F. This warranty does not cover additional modifications or supplemental repairs such as structural changes, plumbing, electrical, cabinets, tiles, etc. that may be necessary to complete the repair or replacement of stretch ceilings products covered under this warranty. These costs, materials and labor, shall be the responsibility of the customer.
- G. This warranty does not cover seam appearance or seam performance. Once the product is installed, the only reasons for which the separation of the perimeter track from the wall or ceiling would occur is due to the shifting or movement of the substrate, such as building "settling", vibrations or expansion/contraction of the substrate. These issues are not considered material failure.
- H. CeilDex is not responsible for damages or injury caused by acts of God, job site conditions, architectural and engineering changes, structural movement, acts of vandalism, and accidents occurred in job sites that may cause damage to the material

Warranty Conditions:

Prior to installation, the ceiling product must be kept clean and dry, in an environment that is between 32°F (0°C) and 120°F (49°C) and not subject to Abnormal Conditions. CeilDex Lifetime Warranty is subject to use under normal conditions. Abnormal conditions include exposure to chemical fumes, corrosive agents (e.g. chlorine), vibrations, and moisture from conditions such as building leaks or condensation, excessive humidity, or excessive dirt or dust buildup. Damage that may occur from vibrations, fire, water, freezing temperatures, accident, or any other form of abuse or exposure to Abnormal Conditions is not covered by this warranty. If subject to Abnormal Conditions, the products should be removed immediately and replaced once the conditions are normal.

Purchase Date _____

Sales Order No. _____

