



dimensions®

MANUFACTURER'S LIMITED WARRANTY

What We Cover and for How Long

The Manufacturer warrants to the original purchaser, for one (1) year from the original date of purchase (or from the date of delivery if you live in California), that the panels will be free of manufacturing defects when installed and used indoors according to this warranty and the installation and care instructions.

This limited warranty applies only to wall panels identified on the product packaging, product label, or purchase receipt as covered by this warranty. This warranty does not cover accessories, trim, installation materials, adhesives, fasteners, tools, or other products unless the applicable product packaging or written warranty expressly states that they are covered.

Panels may be made with natural wood, wood veneer, laminated veneer, or decorative surface materials. Slight variations in color, grain, pattern, texture, and gloss are normal and are not manufacturing defects.

What You Must Do to Keep the Warranty in Effect

- Acclimate, install, clean, and maintain the panels according to the installation and care instructions.
- Install the panels only in a dry, climate-controlled indoor residential or light commercial space.
- Maintain the space before, during, and after installation at 64°F to 86°F (18°C to 30°C) and 35% to 55% relative humidity.
- Basements are acceptable only if they meet the same dry, climate-controlled conditions.
- Keep your original proof of purchase receipt.
- Inspect all panels for visible defects before installation. Installing a panel means the panel has been accepted for visible appearance.

What This Warranty Does Not Cover

- Installation, removal, disposal, reinstallation, labor, or related service costs.
- Shipping, return shipping, or other fees, unless otherwise required by law.
- Surface wear or damage caused by misuse, abuse, freight damage, modification, alteration, unauthorized repair or service, accidents, impact, scratching, cutting, negligence, or chemical damage.
- Scratches, indentations, or marks that continue across multiple slats.
- Gloss reduction, which is not considered surface wear.
- Surface wear that is not readily visible from 6 feet away or does not measure at least 1 square inch.
- Water damage or damage caused by moisture, leaks, flooding, spills, or excessive humidity.
- Smoke damage.
- Panels installed in bathrooms or other high-humidity areas, including saunas, hot tub rooms, and indoor pool areas.
- Panels that have been painted, stained, sanded, refinished, or treated with chemicals.
- Damage caused by waxes, solvent-based cleaning products, abrasive cleaners, or cleaning methods not recommended in the care instructions.
- Visible defects once the panels have been installed.
- Panels that were not purchased from an authorized retailer in the original packaging.

How to Make a Claim

To make a warranty claim, contact the authorized retailer where the panels were purchased no later than thirty (30) days after discovering the defect. Proof of purchase is required. Your retailer will help coordinate your claim. You may also contact the Customer Care Center at (877) 675-0002.

We may ask for information verifying the purchase date, photos of the issue, installation details, and/or product samples. If samples are needed, you may be required to remove and ship them to us at your cost.

What We Will Do if a Claim is Approved

If we approve a claim, we may choose to replace the defective panels or refund the original cost paid for the defective panels, less shipping, fees, and any other amounts excluded by this warranty.

If the same product is no longer available, you may choose a current product of equal value. We reserve the right to inspect installed panels and to request product samples if needed.

This warranty is limited to the cost paid for the defective panel materials. It does not include labor, removal, disposal, reinstallation, shipping, fees, or any incidental, consequential, special, punitive, or exemplary damages.

Disclaimers and How State Law May Relate to This Warranty

TO THE FULLEST EXTENT PERMITTED BY LAW, THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE ONE (1) YEAR DURATION OF THIS LIMITED WARRANTY. MANUFACTURER WILL NOT BE LIABLE FOR CONSEQUENTIAL, INCIDENTAL, SPECIAL OR EXEMPLARY DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OF CONSEQUENTIAL DAMAGES, SO THIS EXCLUSION MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE. THIS WARRANTY CONSTITUTES THE ENTIRE AGREEMENT OF THE PARTIES, AND NO WAIVER OR AMENDMENT SHALL BE VALID UNLESS IN WRITING AND SIGNED BY AUTHORIZED REPRESENTATIVES OF MANUFACTURER.

THIS LIMITED WARRANTY IS PURCHASER'S SOLE AND EXCLUSIVE REMEDY. IN NO EVENT WILL MANUFACTURER'S LIABILITY EXCEED THE ORIGINAL PURCHASE PRICE PAID BY PURCHASER FOR THE PANELS. MANUFACTURER IS NOT LIABLE FOR LABOR, REMOVAL, DISPOSAL, REINSTALLATION OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Limited Commercial Use Warranty

Manufacturer warrants to the original purchaser, for one (1) year from the original date of purchase, that the panels will be free from manufacturing defects when installed and used in a light commercial setting.

Light commercial settings include offices, conference rooms, reception areas, common areas, classrooms, and store dressing rooms. Light commercial use does not include heavy commercial areas, high-humidity areas, or areas that require harsh or antiseptic cleaning.

This limited commercial warranty is subject to all exclusions, conditions, limitations, and claim requirements listed in this warranty.

Supersedes Prior Warranties

This limited warranty, dated July 13, 2026, supersedes all prior warranties.