A Unique Approach

WARRANTY

BRIO, SOLO, MEZO AND NOVO PARTITIONS

COVERAGE

EAD Design offers a limited warranty for EAD Design partitions, including parts and hardware. This warranty is limited to the repair or to the replacement of a defective part or of a defective partition. This warranty is to the discretion of EAD Design and requires part and/or partition inspection by an EAD Design representative.

DURATION

The warranty coverage begins from the **date of invoice issued by an EAD Design authorized dealer**. Coverage varies depending on the invoiced product(s).

Partitions:

- BRIO: 25-year warranty covering delaminating, corrosion, manufacturing defects and a 5-year warranty for warping or buckling.
- NOVO: 25-year warranty covering delaminating, corrosion, manufacturing defects. * No warranty for warping or buckling, as décor surface paper can change the density of surfaces.
- SOLO/MEZO : 2-year warranty for manufacturing defects

Parts and hardware:

- Stainless steel hardware: 3-year warranty for manufacturing defects
- Naturally anodized aluminium hardware: 3-year warranty for manufacturing defects
- Piano hinges (either stainless steel or naturally anodized aluminium): 1-year warranty for manufacturing defects

EXCLUSIONS

This warranty is strictly limited to EAD Design materials (partitions and associated parts). This warranty does not cover any damages incurred by use of inappropriate cleaning products or insufficient maintenance (clients should follow EAD Design maintenance guidelines included in manuals), vandalism, improper installation, loss of profit, loss of sales, wear and tear, accidents, abuse, inappropriate use, product alterations, environment (chemical exposure; extreme weather variations; etc.) and breakage associated to a building's structural flaws. EAD Design is not responsible or liable for any of these damages, regardless of cause.

Appropriate structural support and backing must comply with workshop drawings and with EAD Design manuals.

EAD Design may repair or replace materials or defective parts as its sole discretion. EAD Design will not pay transport fees, dismantling or installation fees, or any other associated fees related to repairs or replacement parts.

Replacement parts or hardware are under warranty for the remaining duration of the original warranty date.

This document details all aspects of the warranty and no further clauses may be added or modified, unless this is done by EAD Design specifically.

Additional EAD Design Warranty Information

The warranty applies only to the original purchase and client and is non-transferable.

Any warranty-related requests must be made during the indicated coverage period and file with an EAD Design representative:

Email: info@eaddesign.ca
Phone: 418.836.3003