



## **Limited Warranty**

### **What we cover:**

Trinity Surfaces Portfolio wall planks will be free from manufacturing defects for a period of 25 years from the date of original purchase. Manufacturing defects are improper milling, delaminating, or assembly.

### **What you must do to keep the Warranty in effect:**

- The wall planks must be used only indoors.
- The installation must be done in compliance with the written instructions, and humidity levels in the home should be maintained in the range of 30-55% RH before, during and after installation.

### **Warranty Exclusions: What this Warranty does not cover**

- No warranty coverage is provided for Trinity Surfaces Portfolio wall planks that contain obvious defects of any kind that were installed nonetheless.
- No warranty coverage for mismeasurement, installation error, wall or paint damage.
- No warranty for damage resulting from abusive conditions, misuse of product, freight damage, exposure to extreme heat, modification, alteration, or accidents including but not limited to severe impact, scratching, cutting, negligence, markers, crayons, ink pens or chemical damage.
- No coverage for scratches, indentations and marks that continue across multiple planks.
- NO Warranty coverage for water damage caused by, but not limited to, natural disasters, appliance failures, moisture emissions from a concrete wall or ceiling, or outside water from sprinkler systems, snow, rain, or water that enters through an open window or door, etc.
- Wood is a natural product; variations in its grain pattern, color, and or texture are

normal and are not considered defects and no warranty shall apply to those. The warranty will not apply to the natural color changes which occur in wood over time due to UV light exposure. The color pigment on the wall planks may change or soften over time when exposed to fluorescent and sun light.

- Color match to other wood products such as moldings, stairs, cabinets.
- Trinity Surfaces Portfolio wall planks are not load bearing. Wall décor like mirrors, pictures, and shelves can be mounted by drilling through the wall planks, provided the underlying wall provides sufficient support (i.e. wall studs). Use proper hardware to install any wall décor.
- Bonding issues: wall or ceiling surface must be sound, cleaned with TSP, dry, and flat and prepped and rolled with J roller as per installation instructions. wallpaper with texture should be removed.
- This writing is the complete and exclusive statement of the warranty and is in lieu of all other express and/or statutory warranties. Manufacturer disclaims, to the fullest extent permitted by Federal and State Law, all other warranties and guarantees, whether express or implied: including any implied representation or warranty as to merchantability or fitness for any particular purpose. The manufacturer assumes no liability for consequential, incidental, special or exemplary damages, so this exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from state to state. The sole remedy provided herein is the repair or replacement of the defective products. **Labor for installation or reinstallation is not covered by this warranty.**
- No installer, retailer, distributor, or agent has the authority to increase or alter the obligations or limitations of this warranty.
- Any and all disputes arising out of the purchase of this product or this warranty shall be subject to mandatory and binding arbitration in Wisconsin, pursuant to the rules of the American Arbitration Association.
- Manufacturer does not review claims unless product was purchased from an authorized retailer in the original packaging.

#### **How to make a warranty claim:**

Contact the Retailer where you purchased the wall plank within 30 days after detecting a potential defect to report the details. If they determine the issue is a manufacturing defect that was not apparent at time of installation they will submit the claim in writing to authorized regional Distributor for further processing to Manufacturer. If claim is approved, the manufacturer has the option of offering to repair, replace or refund the original cost of the defective materials. Retailer will inform consumer regarding conclusion of claim. Warranty is limited to the cost of the Portfolio wall planks only.

#### **Trinity Surfaces Portfolio Care and Cleaning:**

- Your wall planks are virtually maintenance free. Normal dusting with a clean, dry cloth should be the primary cleaning method. As needed you can damp wipe using water only. Never saturate your wood walls. Slightly damp (wrung out) cloth only. Never use wax, detergents, polishes, abrasive cleaners or use oil-based products on your wall.
- **Hanging Pictures and other wall Décor:** Wall planks are not load bearing. For hanging pictures and other objects such as TV's mirrors, drill clearance holes through the wall plank and mount objects directly to wall studs with screws or nails.