



## Warranty and Returns Policy

Thank you for your purchase of your Flow Wall® product. We are committed to 100% customer satisfaction and look forward to serving you. The following warranty guidelines will outline our policies and practices designed to minimize inconvenience in the event your product fails to meet your expectations.

Should you have any questions, please contact us by email: [customerservice@flowwall.com](mailto:customerservice@flowwall.com) or call 877-203-5974.

**All warranties apply to the original Flow Wall® customer only and begin at the date of purchase. Proof of purchase is required with all claims.**

### Flow Wall® WARRANTY FOR ALL PRODUCTS

- Flow Wall® represents that our products are free from defects in the material and workmanship for the original consumer purchaser for a period of one (1) year from the original date of purchase. The word "defects" as used in this warranty, is defined as a defect which impairs the quality of utility of the product.
- This warranty is limited to the repair or replacement of Flow Wall® products having defects in material or workmanship.
- If a component is determined to be defective within the terms of the warranty, Flow Wall® will furnish a replacement component at no cost to you. If the entire product is found to be defective with sufficient evidence, Flow Wall® may repair or replace your product at the companies discretion.
- This warranty applies under conditions of normal use, but does not apply to defects or damage that result from intentional or accidental damage, weather related conditions (including but not limited to wind, flooding, excessive heat or excessive UV exposure), negligence, unreasonable or commercial use. (Please refer to "Items Not Covered Under Warranty" below.)
- This warranty applies only to product purchased and shipped to customers in the continental United States and Canada.
- All implied warranties arising under state law are limited in duration to the applicable warranty period. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.
- Liability for incidental or consequential damages is excluded to the extent the exclusion is permitted by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.
- This warranty gives you specific legal rights and you may also have other rights which may vary from state to state.
- Immediately report any defect to Flow Wall® by calling (877) 203-5974 or contact us by email at: [customerservice@flowwall.com](mailto:customerservice@flowwall.com).
- In the event that a package arrives damaged, refuse the shipment or contact Flow Wall by calling (877) 203-5974.

- To the extent permitted by law, all sales of Flow Wall® branded products are governed by Utah law without giving effect to its conflict of law provisions.

#### **ITEMS NOT COVERED UNDER WARRANTY**

- The cost of the installation labor.
- The cost of shipping to return the product.
- Commercial or Institutional use including, but not limited to: multi-family residential units, hotels, resorts, and other commercial related institutional applications.
- Damage caused by shipping, accidents, fading, staining, natural weathering, misuse, alterations or repairs. No other person is authorized to assume liability on behalf of Flow Wall® and in no event shall Flow Wall® be liable for any contributory or subsequent damage related to the merchandise purchased from Flow Wall®.
- Damage that results from improper installation.
- Damage that results from loading accessories beyond the stated maximum weight capacity.
- Failure caused by unreasonable, unforeseen use or abuse.
- Failures caused by any third party product, service, or system connected in conjunction with Flow Wall® products.