

VicBooth Office Warranty Certificate

Vicoustic and its parent company Visound Acústica SA. offer a 2-year limited warranty on every VicBooth Office Unit you purchase, under the normal operational conditions of the product, and cover the cost of repairs or replacements needed due to manufacturing defects. Please read all details surrounding our VicBooth Office Warranty Policy.

Limited Warranty

We offer a standard 2-year limited warranty against defects in materials and manufacturing on all main parts in VicBooth Office Units and Parts. This limited warranty is subject to the terms and conditions stated below.

1 - Our warranty covers problems caused by material or manufacturing defects on products used appropriately by the customer in accordance with our recommended guidelines, which include technical specifications, user manuals and service communications, that are provided to you. The company will cover the costs of the products for replacement, not including transportation, customs, taxes and personnel or assembly costs, for the products it manufactures, sells and distributes during the warranty period. For clarification, the limited warranty also covers all built-in hardware and features provided by Vicoustic within each VicBooth Office Unit.

2 - Vicoustic, or its representative or authorised service provider, will examine the Product and decide if it is covered under this limited warranty. If considered covered, Vicoustic will decide either if it will repair the defective VicBooth Office Unit or part, or replace it with the same or a comparable product. This does not apply to any repair work not authorized by Vicoustic.

3 - The limited warranty for Products remains active for two (2) years and is valid from the date of purchase. The original purchase receipt is required to claim this warranty as proof of purchase and date.

4 - This limited warranty is non-transferable and is limited to the original purchaser and the jurisdiction in which the Product was purchased, except where prohibited by applicable law.

5 - Vicoustic has the right to determine what constitutes an appropriate replacement for a Product, and retains all right, title and ownership over any and all replaced parts used in repair work.

6 - This limited warranty does not cover:

- Operation of the Products in a manner that is not in compliance with Vicoustic's recommended guidelines, and/or modification of the product's functionality or capability;
- Upgrades and expansions non-authorized by Vicoustic,
- Differences between samples, promotional photographs or render models and the actual product. It also does not cover deviations between the product's sizes or colors, particularly between different batches, under acceptable tolerances.
- Damage caused by improper cleaning methods or materials;
- Wear usage and aging defects, such as scratches or breakage of hard surface; tear and pillage of any fabric components; warping of the wall or door over time;
- Loss of functionality overtime of the ventilation components, including fans and air-vents;
- Damage to exposed and concealed electrical components and outlets;
- Consumable parts, such as batteries;
- Repair or replacement of electronic components, outside of the manufacturer's warranty;
- Any non-Vicoustic branded hardware products, even if packaged or sold with Vicoustic branded products, and collateral damage to the product from the usage of any non-Vicoustic branded hardware components;
- Placement in an inappropriate environment (outdoors, bathrooms);
- Wrong or excessive use of electricity or other utilities beyond the suggested usage guidelines provided in the instructions accompanying the delivery of each product;
- Crushing of any type caused by loads exceeding each respective component's load-bearing capacity leads to breakage of structural components.
- Transportation damage caused by transit, delivery, redelivery, and/or post-delivery moving;
- Failure to comply with the installation/assembly instructions and damages caused by the disassembly and reassembly by unauthorized personnel;
- Alteration and repair by users not required for the normal functionality of the product;
- Exposure of the product to excessive humidity, cold or high temperatures;
- Damages caused by impact or falling;
- Damages caused by acts of misconduct, negligence or exposure to theft, vandalism, war or terrorism, and any other type of occurrences;
- Damages caused by external events like fire, flood, water damage, hurricanes, earthquake, smoke, and any other type of occurrences;
- Pre-owned or rented VicBooth Office units.

8 - The customer must report the anomaly to the vendor/supplier in his region from whom he bought the products, or to Vicoustic if it was sold directly by us, at sales@vicoustic.com. The

customer must provide a detailed description of the nature of the problem in as much detail as possible, complemented by eligible photographs. The corresponding receipt/invoice that specifies the product and the sale date should always be submitted to assign the warranty validity. It is required for the customer to respond to questions designed to assist with diagnosing potential issues and follow our procedures for obtaining warranty service

9 - Following warranty service, the customer will be responsible for adding any parts or replacements to the VicBooth Office Unit.

10 - We can offer a chargeable repair or replacement service for any defects that are not covered by the scope of this warranty, or that are no longer covered. To use this service, please contact a vendor or supplier near you or our Sales Service at sales@vicoustic.com.

Visound Acústica SA.