

## Warranty Statement

**The Spacia Group takes great pride in the quality of our products.** We take extraordinary measures in production, packaging, and shipping to assure they arrive at their destination in good order. We warrant all products for a period of five years to be free from manufacturing defects and flaws, and will promptly replace any product deemed defective or flawed. All Spacia products meet or exceed industry standard commercial quality guidelines.

In the unlikely event that the product is damaged, during transit or handling on-site, Spacia Group (at our client's request), will produce replacements immediately, and either file, or assist with filing, any claim for reimbursement due to transit damage. Recipients must note all shipping damage on the bill of lading upon receipt and provide pictures or documents showing damage. Clients, or their agents, must report all damages, whether visible or concealed, within 10 days of receipt to Spacia Group.

Clients must use professional installation and appropriate care in the handling & storage, (do not double stack), placement, and in the cleaning of framed art and mirrors. Excessive moisture and/or humidity, extreme heat or cold, a non-temperature controlled storage facility, direct sunlight, and/or inappropriate cleaning chemicals may all have adverse effects on the finish of materials used in framing. Problems caused by these and other adverse conditions are beyond our control and we cannot be responsible for such conditions and problems. In such unusual instances, we assist all Spacia Group clients and their customers in resolving all finish related problems.

Spacia Group warrants the moulding finish, moulding base material, frame construction, and glass/mirror for a period of **five years** from the date of shipment from our factory. The warranty specifically covers defects in workmanship and materials only. It is not applicable to damage from freight, improper use or installation, abuse, the application of inappropriate cleaning materials, or wear from normal use. (Please review special care instructions).

Spacia Group is not responsible for freight from our factory to the destination, installation labor, or lost rental revenue related to the repair or replacement of products deemed defective. Spacia Group will provide equal or equivalent replacement items and discount rates will be deducted from applicable current standard pricing for defective products.

Spacia Group requires specific documentation when making a warranty claim. A statement in writing, detailing the nature of the defect, time of occurrence, and circumstances surrounding the application is required. The claimant must provide this statement to Spacia Group or its agent, accompanied by physical or photographic proof of the defect. Spacia Group may request additional images and or physical samples of defect under the terms of this warranty. Spacia Group or its designated agent shall make the final determination of coverage under this warranty.

### Backlit Mirrors

#### **15-Year Light Replacement for LED Lighted Products**

In addition to our standard 5-year warranty, we offer light replacement for 15 years. This applies to LED light tubes and light strips and includes replacement bulbs only (property must change out bulbs at their own expense).

### Barn Doors

#### **10-Year Barn Door Warranty Against Warping**

In addition to our standard 5-year warranty, we offer a 10-year warranty on our barn doors against warping. Any door deemed defective will be replaced; warranty does not cover installation or disposal of old door.

Warping shall not be considered a defect unless it exceeds 1/4" in the plane of the concave side of the door itself. The following warp allowances are for 1-3/4" or thicker doors; for doors wider than 3'6" and less than 7' in height, the warp shall not exceed 1/4" in a section 3'6" by the height of the door. For doors wider than 3'6" and higher than 7', the warp shall not exceed 1/4" in any 3'6" by 7' section. For doors up to and including 3'6" wide and over 7' in height, the warp shall not exceed 1/4" in any 7' length of door section. "Warp" is any distortion in the door itself and does not refer to the relationship of the door to the frame or jamb in which it is hung. The term "warp" shall include bow, cup and twist. In measuring the amount of warp present in a door, the following method shall be used: bow, cup, and twist shall be measured by placing a straight edge, taut wire or string on the suspect concave face of the door at any angle (i.e., horizontally, vertically, diagonally), with the door in its installed position. The measurement of bow, cup and twist shall be made at the point of maximum distance between the straight-edge, taut wire or string and the face of the door.

The foregoing warranty provides specific remedies and procedures for obtaining such remedies in the event of receipt of defective product by Spacia Group clients. No additional warranties or remedies, specific or implied, are applicable under the terms of this statement. Performance in fulfilling all claims under this specific warranty is subject to the laws of the Commonwealth of Kentucky.