

Warranty > Surfacequest Solutions

Surfacequest Limited Warranty

Surfacequest Solutions Limited Warranty
Effective as of December 5, 2014

Surfacequest Solutions, LLC a Minnesota limited liability corporation ("SQ Solutions") is a distributor of architectural fusion products manufactured in Japan and Korea, including but not limited to products manufactured by Reatec, Benif (LG), Senstar, and Belbien (each a "Product" and collectively the "Products").

SQ Solutions warrants to the purchaser that the Products have been manufactured free from defects in material and workmanship and will remain free from such defects for a period of three (3) years from the date of purchase and install. It shall be the obligation of the purchaser to perform such maintenance as is recommended for the applicable Product and this limited warranty shall not be applicable to Products exposed to excessive abuse or abnormal conditions such as floods, fires or other acts of God. The warranty shall be specifically applicable to Products experiencing any of the following conditions: reduced gloss, developed texture, decomposition, swelling, clouding, tackiness, crazing, bubbling, and cracking. Warranty claims shall be limited to Products which are installed within six (6) months from the date of delivery of the Product to the purchaser.

SQ Solutions requires that all installations be performed by a SQ Solutions certified installer on an approved surface to ensure a satisfactory application. The installation will be warrantied for a period of three (3) years from the date of installation completion. This warranty is not assignable and extends only to the purchasers who are owners of the Product at the time of installation. SQ Solutions does not warranty the installation process with regard to the Product if SQ Solutions has not performed the installation. SQ Solutions discourages the use of gypsum board as a substrate. If Fusions are to be installed on gypsum board, a Class 5 finish has to exist and overlap seaming must be used or the SQ Solutions 3 year warranty will not apply. Fusions applied to gypsum board are also not field repairable.

In the event of Product defects arising during the term of the warranty which are not attributable to faulty installation or improper or inadequate maintenance, excessive abuse, or abnormal conditions, SQ Solutions will replace the defective Product with a comparable Product at no cost to the purchaser, with SQ Solutions to pay the cost of shipping and the purchaser to be responsible for installation.

This warranty is void with regard to any application of Products designated for interior use in an exterior location. Products designed for exterior use shall be subject to the manufacturer's warranty applicable to such Products.

Because of the strong adhesive required to install Products, removal of Products may cause damage to the original substrate. Under no circumstances shall SQ Solutions be liable for any damages, including incidental and consequential damages, resulting from the removal of Product.

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND SHALL CONSTITUTE THE SOLE AND EXCLUSIVE REMEDY OF A PURCHASER WITH REGARD TO CLAIMS, LOSSES, DAMAGES, OR EXPENSES INCURRED BY A PURCHASER RELATED TO THE PRODUCTS.

All warranty claims must be filed with SQ Solutions promptly after the event or condition giving rise to such claim and in no event later than the applicable time period set forth above with regard the particular Product.

All claims under SQ Solution's limited warranty should be submitted by the purchaser in writing to:

SQ Solutions LLC
7760 France Ave. South, Suite 1050
Bloomington, MN 55435

