



## **FlutterFree® 1 Year Limited Warranty**

- We warrant that the products are free of defects in manufacturing and materials. The warranty is valid for one year. The aspects of construction that shall be guaranteed for one year include the lacquer finish and the composition of the core material.
- The FlutterFree® is fabricated in accordance with industry standards. Deviations that fall within acceptable tolerances, which are normal in the trade and do not prevent the use of the goods for their normal purpose, do not provide justification for a complaint. In particular, we are not liable for consistency of wood tone in the case of subsequent orders.
- Upon receipt of the panels, the client must inform RPG in writing of any damages or defects without delay. RPG extends a one week grace period during which claims can be made regarding the arrival of the goods, even if this notification has already been made verbally or remotely by word of mouth to the site or the field personnel. In doing so, the defects claimed by the client must be described precisely. The client must cease any processing or handling of the allegedly defective goods immediately after the discovery of the material that is the subject of the complaint.
- If a notification is received from the client to the effect that the products are not in accordance with the warranty, an individual defective item must, where possible, be sent to RPG without delay at our request or they must be stored properly and held for viewing by RPG personnel. If it should be found at that time that the complaint concerning a defect was unfounded, a charge will be made for RPG employee's working time and travelling expenses, at standard industry rates.
- The warranty period begins on the delivery date. If our transportation, storage or assembly instructions are not followed, any warranty shall lapse.
- We do not accept any warrant against defects which are due to improper storage or use of the products. The storage and use of the products presupposes that a full knowledge and experience of wooden acoustical panel technology is taken into account so as to avoid detrimental effects on the stability and other qualities of the goods. In this connection the following must particularly be taken into account: relative air humidity, temperature, moisture, cold and draughts.
- We are entitled to amend any problems, and if this is not possible, to deliver a replacement. If any modifications by RPG should fail, after an appropriate length of time, the client may, at his own discretion, request a reduction in the cost or cancellation of the contract.
- If the client wishes to undertake modifications himself on the basis of a written agreement with RPG, he undertakes to inform RPG in writing beforehand of the costs arising from this, and only to carry out the amendment after receiving written agreement from RPG.
- Warranty claims against RPG can only be brought by the immediate client and are not transferable.
- The above regulations contain the entire warranty for our products and exclude any further claims of any kind. This does not apply to claims for damages arising from warranted qualities intended to protect the client against the risk of damages caused by defects.

## **Operations & Maintenance Guidelines**

- The RPG FlutterFree® is milled from quality hardwoods and stained and/or lacquered as specified by the client or representative of the client. The FlutterFree® shall be installed according to RPG's supplied mounting details.
- Once installed, the FlutterFree® is most easily cleaned with a clean rag and a mild detergent or compressed air. Furniture polish may be used on the wood models. If other cleaning methods are required, please consult RPG.