

# Warranty Policy

All Bi-silque products are warranted to be free from manufacturer defects in workmanship and materials for a period of one (1) year from the date of purchase.

Exclusions:

The warranty does not apply and no other warranty applies to:

- Normal wear and tear, which are to be expected over the course of ownership;
- Not using a suitable dry-whiteboard marker;
- Using abrasive products and/or sharp or pointed instruments on the surface;
- Not using cleaning and maintenance products for whiteboards;
- Products that were not installed, used, or maintained in accordance with product instructions and warnings;
- Damage caused by abuse, misuse, neglect, vandalism, accident, modifications, or water or fire;
- Damage caused by the carrier in-transit, which will be handled as claims against the carrier;
- Modifications or attachments to the product that are not approved by Bi-Silque;
- Products used for rental purposes;
- Labor and/or materials to remove and replace Products;
- Damage caused by environmental issues, including use and/or storage of the product in facilities subjected to uncontrolled high temperatures, humidity.

**Defect claims** that are unrelated to the **surface** of our lacquered steel and porcelain dry-erase boards will not be accepted after 1-yr from the date of purchase. You must submit the proof of purchase, photos of the defect along with a brief description of the issue, in addition to an image of the UPC or barcode on the outer packaging in which the item was received (if available). If the claim is approved, we will replace the item at no cost. Credit will not be issued.

## **Surface Warranty: Lacquered Steel**

Bi-silque warrants that the Lacquered Steel writing surface in Magnetic Whiteboards will retain its writing and erasing qualities for a period of ten (10) years from the date of purchase.

Should any failure to conform to this warranty become apparent, upon written notice from the customer, Bi-silque, at its option, will correct such nonconformity by repair or replacement. Correction in the manner provided above shall constitute a fulfillment of all liabilities of Bi-silque with respect to the quality of the Lacquered Steel writing surface. The warranty is applicable only under normal usage and maintenance and does not cover defects caused by improper handling, vandalism or abuse, or arising from failure to follow Bi-silque's instructions and recommendations for maintenance.

The warranty is voided if any modifications are made to the products by the customer or other trades with or without Bi-silque's written consent or prior knowledge. The warranty does not include the cost of removal or reinstallation.

Please note that Lacquered Steel is a scratch sensitive surface and will not withstand impacts from hard objects or use of abrasive materials. These situations will be considered poor use of the product.

## **Surface Warranty: e3 CeramicSteel (Porcelain)**

Giving preference to high quality materials in its manufacture, e3 CeramicSteel products are made with Porcelain on steel, combining the top performance vitreous enamel surface with magnetic properties.

Bi-silque warrants that the e3 CeramicSteel writing surface in Porcelain Whiteboards will retain its writing and erasing qualities and maintain its gloss variance and color consistency for the life of the product.

Should any failure to conform to this warranty become apparent, upon written notice from the customer, Bi-silque, at its option, will correct such nonconformity by repair or replacement. Correction in the manner provided above shall constitute a fulfillment of all liabilities of Bi-silque with respect to the quality of the e3 CeramicSteel writing surface. The warranty is applicable only under normal usage and maintenance and does not cover defects caused by improper handling, vandalism or abuse, or arising from failure to follow Bi-silque's instructions and recommendations for maintenance.

The warranty is voided if any modifications are made to the products by the customer or other trades with or without Bi-silque's written consent or prior knowledge. The warranty does not include the cost of removal or reinstallation.

Please note that the Porcelain surface will not withstand impacts from hard objects or use of abrasive materials. These situations will be considered poor use of the product.

**Defect claims** related to the **surface** of our lacquered steel and porcelain dry-erase boards will not be accepted after the outlined warranty period from the date of purchase. You must submit the proof of purchase, photos of the defect along with a brief description of the issue, in addition to an image of the UPC or barcode on the outer packaging in which the item was received (if available). If the claim is approved, we will replace the item at no cost. Credit will not be issued.