

Warranty Information

1.1: Project Warranty: Refer to Conditions of the Contract for project warranty provisions.

1.1.1: The recommendations for applications and installation are based on our extensive experience and on current technological practice. Our liability and responsibility in the event of damages is limited to the extent defined in our General Terms and Conditions of Business and is not in any way increased by the above recommendations or by advice given by our sales representatives or applications engineering staff.

1.1.2: **Pliteq** Inc. is a corporation duly organized and validly existing under the laws of the province of Ontario. **Pliteq** offers a limited lifetime warranty on the **GenieMat** brand of Sound Control Underlayment products against defects in material and workmanship and that **GenieMat** shall meet all published specifications and shall perform effectively. **Pliteq** warrants that during the warranty period **GenieMat** shall not harden, become brittle, chip, crack, tear, or exhibit any signs of excessive deterioration except for normal wear and tear. All other warranties including implied warranties for a purpose are expressly excluded. The sole remedy against the seller will be the replacement or repair of the defective goods, or at seller's option, credit may be issued not exceeding the selling price of the defective goods.

1.1.3: To qualify for replacement or repair, a claim is required to be made directly to **Pliteq**. All claims are required to be made by telephone at 416-449-0049 or a written claim can be sent to the following address:

Pliteq Inc.
131 Royal Group Crescent
Vaughan, ON
L4H 1X9
Canada

1.1.4: **Pliteq** must be notified within 14 days of the discovery of a defect and prior to installation. Any claims initiated outside of this limitation period are deemed invalid. A **Pliteq** claim form including customer requirements must be completed and submitted to **Pliteq** within 30 days of notification of defect. Once a claim process is initiated, a material inspection may be performed at **Pliteq's** discretion to ensure the situation is resolved in a comprehensively fair manner.