

Link: <https://theatlanticstore.com/soundfix-warranty/>

## SOUNDFIX Limited Warranty

Effective as of 1 April 2021

This limited warranty is valid for SOUNDFIX Sound Absorbing Acoustic Panels (Product) purchased through authorized distributors registered by Atlantic Inc in the USA, Canada, and Mexico. The warranty is for the original purchaser and is not transferrable.

### Warranty Coverage

The Product is warranted to be free from defects in workmanship and materials. This limited warranty excludes claims from conditions, malfunctions or damage not resulting from defects in material or workmanship. This warranty is for the life of the product provided the product is used for its intended purpose.

In the event of a legitimately covered and timely claim under this limited warranty, we at our sole and exclusive determination either will (i) replace the defective Product within commercially reasonable standards; or (ii) reimburse you the amount of the purchase price.

Except as expressly provided in this Limited Warranty, Atlantic Inc. excludes all express and implied warranties under any government legislation for the sale of consumer goods. Atlantic Inc. does not disclaim any statutory guarantee that cannot be limited or waived by contract under the laws.

### Warranty Claims Not Covered

This warranty does not cover claims associated with:

Use in other than an indoor environments.

Incorrect installation, use or care; contact with animals; exposure to high heat, high humidity, high salinity, and damaging gases.

Exposure to moisture or contact with liquid solvents.

Product alterations or failure to follow Care Guide instructions.

Accident, fire, water damage, negligence, abuse, customer transportation, and other causes beyond Atlantic Inc.'s control.

Damage in transit or any modification to the product by the customer.

Please carefully follow the Instruction Manual and Care Guide to avoid voiding this Limited Warranty.

Any problems which result from improper installation, unauthorized modification, normal wear and tear, abuse, or environmental damages including fire, hurricane or floods.

### Filing a Warranty Claim

Submit your warranty claim within 10 days after you notice the defect. Please provide your order number or legible proof of purchase. Submit your claim by emailing us at [soundfix@atlantic-inc.com](mailto:soundfix@atlantic-inc.com). You must provide a high-resolution picture or video of the claimed defect.

For defective hardware parts, we will ship the replacement parts to you free of charge along with installation instructions. You may replace the parts yourself or through a third party at your own expense.

Replacement parts will be either new or used in good condition. Replacement parts may vary in appearance from the original. Replacement parts are warranted for the life of the Product. We may ask you to return the defective parts at our cost.

SOUNDFIX Customer Service **855-828-5679**

[soundfix@atlantic-inc.com](mailto:soundfix@atlantic-inc.com)