



SMILE PLASTICS LIMITED WARRANTY

SUMMARY

This Warranty is valid for 7 years. It applies to Smile Plastics materials supplied and invoiced by Smile direct to customers or to Smile officially appointed distributors or agents.

The warranty comes into force on the date of the original Smile invoice. It is not transferable and any claims must be made by the original purchaser. The Warranty covers only interior applications for commercial (i.e. not retail) clients.

Smile Plastics warrants to the original purchaser that its Smile Plastics materials will be free from material defects for seven (7) years from the date of purchase.

This warranty covers the product and excludes the fabrication and/or installation of the product and any defects or issues arising.

Smile Plastics makes no express or implied warranty as to the appropriateness of its materials for a particular application.

Building codes, safety regulations, and laws governing the design, engineering and construction vary widely. Smile Plastics assumes no responsibility or obligation with respect to the selection of the product for installation or the design, engineering, and construction of the installation.

WARRANTY EXCLUSIONS

This warranty does not cover:

- **Non-compliant Installation:** Installation or usage that does not follow Smile Plastics' guidelines, data sheets, and specifications.
- **Fabrication/Installation Faults:** Problems arising from faulty or incorrect fabrication or installation, such as joint failure, inadequate structural support or not accounting for thermal expansion, or any defects caused by or during installation or fabrication. Failure of any adhesive or other product not supplied by Smile Plastics.
- **Design Deficiencies:** Damage caused by poor design or engineering
- **Improper Use or Maintenance:** Damage resulting from insufficient care or maintenance of the material or structure e.g. inappropriate applications or improper cleaning.
- **Heat Damage:** Damage caused by exposure to strong heat sources or exposure to excessive variation in temperature.
- **Damage caused by Force Majeure,** any natural occurrence, third party act or omission or any other circumstance beyond both parties' control.
- **Wear and Tear:** Scratches and normal wear and tear including general fading or discolouration.
- **Variation** in colour, pattern or shade of Smile Plastics products between production batches, or against samples or marketing material (which are representative of the material only).
- **Exterior applications** of Smile Plastics products.

WARRANTY OFFER

Smile Plastics' responsibility is limited to the value of the product. For any product agreed to be defective Smile may, at its discretion, replace or repair it or refund the purchase price. Liability is limited to the Smile Plastics products under warranty and excludes any and all other costs related to the replacement.

Smile Plastics will not be liable for any special, indirect, incidental, punitive, consequential, or similar damages, including lost profits, business interruption, or other losses, even if advised of the possibility of such damages.

PROCEDURE

To file a warranty claim, the original purchaser must notify Smile Plastics in writing within thirty (30) days of discovering any defect. Failure to notify within this period will void any warranty responsibility or liability.

Claims may not be accepted if defects should have been discovered at an earlier date through the exercise of reasonable care.

Proof and details of purchase as well as photo evidence of the material defects must be supplied to Smile Plastics. Smile Plastics has the right to physically inspect the material.

Head Office: **Smile Plastics, RMG, Kingsway, Swansea West Industrial Park, Swansea, SA5 4DL, UK**

Website: www.smile-plastics.com

Email: info@smile-plastics.com

OTHER TERMS

This warranty is the sole limited warranty provided for Smile Plastics products.

Any variations to this warranty must be in writing and signed by an authorised Smile Plastics representative.

This Warranty is valid for all product invoiced from 1st September 2024 until further notice.