

2 Year Limited Manufactures Warranty

Certificate of Warranty

What will this cover? This limited warranty constitutes the absolute commitment of Paramount Custom Ceilings and no other warranties articulated or inferred, including any warranty of merchantability or fitness for any specific function whatsoever. Paramount Custom Ceilings will exchange all products which demonstrate material defects, and poor factory fabrication as a result of the manufacturing process for a period of (2) years from the date of installation.

What this won't cover? Paramount Custom Ceilings will not protect damage incurred as a result of force majeure. Included in this, but not limited to, is fire, water, vibration, extreme temperatures, chemical exposure, misuse, and or storage in subpar site conditions. The accumulation and / or growth of mold is not covered by this warranty. All products should be maintained as per "Paramount Custom Ceilings Care/Maintenance Guide" to guarantee product endurance and eradicate any particulate build up which could impact the overall appearance and / or functionality of the product.

This coverage does not include variations in color and or grain, which are due to the intrinsic differences of the natural characteristics of the wood species. Additionally, any discoloration sustained by contact to direct or partial sunlight will not be covered under the general warranty conditions.

Warranty Conditions

All products fabricated from wood, or an amalgamation of wood particulates are susceptible to temperature/moisture variations from one site to the next. A 72-hour period of acclimation is required to allow the product to adapt to its current area. The location must be the site of installation, must preserve a relative temperature between 50°F—100°F, and the product must be fully exposed in order to attain maximum acclimation. Except when notated (Exterior Finish/Exterior Substrate), all products are manufactured exclusively for interior usages and should not be subjected to direct elements, or stored in any environment where relative temperatures cannot be maintained to the levels mentioned above. These products cannot be used in exterior settings.

How do I file my claim?

Paramount Custom Ceilings must be informed within 30 days of product non-conformity. An extensive written depiction must be given of the issue, along with any pictorial records. In cases where written and pictorial imagery do not provide clear indication of the issue, Paramount Custom Ceilings reserves the right to personally evaluate the installed product/products to make any final decisions. Once a claim is filed, Paramount Custom Ceilings has (15) business days in which to make a formal determination regarding the claim. If a claim has been found to be valid, Paramount Custom Ceilings will replace the product/products in an expediate manner at no additional cost to the customer.