

Premier Concepts, LLC.

One (1) Year Limited Warranty



EFFECTIVE JANUARY 16TH, 2018

Please review the following terms carefully as they contain important information about the warranties for products manufactured by Premier Concepts, LLC.

Premier Concepts products come with a warranty guaranteeing their materials and factory workmanship to be defect-free for a period of one year starting from the date of shipment receipt. Obvious defects in materials or factory workmanship should be reported to Premier Concepts within 30 days from the customer's shipment receipt. For Premier Concepts ceiling products installed on standard suspension systems, please consult the applicable grid warranty for Commercial Suspension Systems.

This limited warranty has additional conditions as outlined below. All the warranties provided by Premier Concepts are valid when used under normal conditions. Abnormal Conditions include exposure to chemicals, vibrations, excessive dust or dirt buildup, and prolonged water exposure including standing water, ceiling leaks, condensation, and excessive humidity.

How will Premier Concepts, LLC. fix an issue?

Pending verification by Premier Concepts of such product failure, Premier Concepts will transport at our own cost, F.O.B., to the installation site, replacement product of the same type and quality, in an amount equal to that which is determined to be defective.

What is not covered by this warranty?

Any damage that occurs from exposure to chemicals, water, fire, excessive temperatures, vibrations, accidents or any form of abuse is not covered by this warranty. If any product is exposed to Abnormal Conditions, it should be removed immediately and reinstalled once conditions are back to normal. Premier Concepts is not responsible for mold growth and any instance of such is not covered by this warranty. The presence of excessive moisture or dust/dirt buildup should be avoided to prevent microbial growth.

Natural variations in the characteristics of wood or veneer products is to be expected. This warranty does not cover sagging/warping, variations in color, texture or grain; fading or changes in color that result from direct sunlight or exposure to overly dry or moist air, such as product placement directly facing radiant heat source, air vents or failure to seal cut edges in accordance with Premier Concepts installation instructions.

THIS WARRANTY COMPRISES THE ENTIRE RESPONSIBILITY OF PREMIER CONCEPTS, LLC. AND THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE WHATSOEVER. LIABILITY IS LIMITED TO THAT SET FORTH BELOW AND PREMIER CONCEPTS, LLC. SHALL NOT BE LIABLE FOR ANY INSTALLATION OR REMOVAL COST OR FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR PERSONAL INJURY.



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Warranty Conditions

Before installation, all Premier Concepts products must be kept clean and dry in an environment that is continuously between the temperature and relative humidity levels set out below and not subject to any Abnormal Conditions. All products must be placed in an environmentally stable building location for a minimum of 72 hours before installation to ensure that the products have stabilized to the current building conditions. Remove plastic wrap to allow panels to acclimatize.

Product installation shall be carried out where the temperature is between 50°F (10°C) and 86°F (30°C), and relative humidity levels maintained between 25% RH and 55% RH. These temperature and humidity conditions must be met throughout the lifetime of the warranty. The installation area must be enclosed and the HVAC systems should be in continuous operation. All wet work (plastering, concrete, etc.) must be complete and dry. These products cannot be used in exterior applications.

All Premier Concepts products shall be installed in accordance with official Premier Concepts installation instructions and/or approved shop drawings in effect at the time of installation, as well as customary Ceilings and Interior Systems Contractors Association (CISCA) practices. Premier Concepts, LLC. shall have no responsibility for defective processing or alteration to the products by others after shipment. Any additional mounting parts such as lighting or ventilation facilities shall be suspended separately or supported securely by the substructure in accordance with Premier Concepts installation instructions.

How can you get service?

Any product failure covered by this warranty needs to be reported to Premier Concepts within 30 days of first observation of failure.

Write to the following address:

Premier Concepts, LLC.
151 Premier Drive
Holly Springs, NC 27540

Or call us at:

919-762-6002

How does state law apply?

Specific legal rights and other rights, which vary from state to state are granted in this warranty. Some jurisdictions do not allow exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the limitation or exclusion herein may not apply to you.

