

WARRANTY

Transwall warrants to the original purchaser that Transwall-installed products will be free from defects in workmanship under normal use and care for one (1) year from the date of project completion. Finishes, textiles, decorative trim, and electrical components are warranted to be free from defects in materials and workmanship. Wood components are manufactured from naturally variable raw materials. Variations in grain, color, or character are inherent to wood and are not considered defects.

Transwall-manufactured double-glazed products are not sealed. Particulates and humidity may occur and do not constitute a defect. Products must be maintained in a temperature- and humidity-controlled environment with a properly functioning HVAC system at and after installation. Failure to do so may result in warping or humidity-related conditions not covered under this warranty.

Transwall warrants ETO products to be free from defects in workmanship under normal use and care. Requests for extended ETO warranties must be made in writing at the time of specification submission and, if approved, will be quoted and confirmed by Transwall in writing prior to order entry. This warranty applies only to products manufactured and sold in North America after February 27, 2025, and only to original purchasers buying through authorized channels. Transwall's sole obligation is to repair or replace, at its option, any defective part. Proof of purchase is required.

This warranty does not cover:

- Damage caused by carriers other than Transwall Office Systems, Inc.
- COM (Customer's Own Material) or other non-standard materials specified by the customer, including appearance, durability, or colorfastness
- Natural wood variations
- Fogging or humidity issues resulting from improper environmental conditions
- Damage caused by improper cleaning, care, misuse, abuse, modification, or negligence
- Glass imperfections identified after final project punch completion

This warranty is valid only when products are installed and used in accordance with Transwall guidelines. There are no other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose. Consequential and incidental damages are expressly excluded.

As the manufacturer, Transwall stands behind its craftsmanship and will make reasonable efforts to resolve covered issues promptly. If resolution through authorized channels is unsuccessful, customers may contact Transwall directly.



Jim Ford
President