



## Artificial Living Walls Limited Five (5) Years Outdoor / Eight (8) Years Indoor Warranty

Artificial Living Walls from Emerald Artificial Greenery are warranted against manufacturer defects such as improper molding, sizing, or premature cracking, which causes the product to become unserviceable due to strength loss from normal usage and exposure conditions including sunlight and mildew. This warranty excludes labor costs associated with installing replacement Artificial Living Walls from Emerald Artificial Greenery.

The following will void the warranty. This warranty does not cover damage from improper care or cleaning, misuse, abuse, or improper installation which includes, but is not limited to the following.

- Damage to the product caused by landscape or gardening equipment, corrosive chemicals, and/or high pressure or high mineral content water sprayers or sprinklers.
- Damage to the product due to high winds, sand storms, pets, animals, vandalism, or other sources not related to the initial manufacturing.
- Damage caused by plants (or vegetation of any sort) growing directly upon or in contact with any portion of the product, or sap from trees.
- If the product is installed using non-recommended parts or tools and/or improper placement of attached accessories through the product, or anywhere other than the designated attachment points.
- This warranty does not cover warping, distortion due to external heat sources including, but not limited to, barbeque grills, fire, or reflection from windows, doors, or other objects.
- Emerald Artificial Greenery warrants to the original purchaser their redemption through replacement, repair or issuance of a pro-rated credit. The choice of redemption method is solely at the discretion of Emerald Artificial Greenery.

All warranty claims must be presented to Emerald Artificial Greenery or its authorized representative as a written description specifying the nature of the defect when it was first observed. All claims must include proof of purchase as well as photos of the current site conditions. Emerald Artificial Greenery may at their discretion, require the product to be returned to determine the cause of failure. Any required shipment costs of the returned product, using an authorized Emerald Artificial Greenery shipping service, must be paid for by the customer. Should the artificial living walls be improperly installed, Emerald Artificial Greenery is not responsible for the guaranteed performance or appearance of the material. This warranty is not applicable when failure or damage is a result of improper application, use, abuse, misuse, vandalism, etc. This warranty does not cover color fading due to high levels of UV exposure. Emerald Artificial Greenery reserves the right to inspect the material to determine the validity of any claim.

Upon acceptance of the claim by Emerald Artificial Greenery or its authorized representative, redemption by replacement or issuance of a pro-rated credit shall be made by Emerald Artificial Greenery. **Warranty is guaranteed to the original buyer for a period of five (5) years from the original purchase date if the artificial ivy is installed outdoors, or eight (8) years from the original purchase date if the ivy is installed indoors.** The above constitutes the complete warranty by the manufacturer. No other agreement, written or implied, is valid. Emerald Artificial Greenery does not authorize any other person or agent to express any other warranties. Emerald Artificial Greenery neither assumes nor authorizes any other person or agent to assume any liability in connection with Artificial Living Walls from Emerald Artificial Greenery. This warranty is non-transferable.