

Product Warranty

CeramicSteel Surface: Forever warranty

Polyvision warrants that all porcelain-enameled surfaces and/or products made with e^{3™} CeramicSteel with or without printing, will retain its writing and erasing qualities and maintain its gloss variance and color consistency for the life of the building or for as long as the product is in use, whichever comes first.

Panel Construction and Mobile: 10 year limited warranty

Polyvision warrants that our panels, under normal atmospheric conditions and when sealed from moisture, will not delaminate from the substrate or warp for a period of 10 years. Polyvision warrants that our Mobile products, when used under normal conditions, will perform as intended for a period of 10 years.

Accessories: 2 year limited warranty

Polyvision warrants that our accessories, including but not limited to Collaborative ToolBar and round magnetic eraser, when used under normal conditions will perform as intended for a period of 2 years. Consumables like markers and chalk sticks are not covered by the Accessories warranty.

Alternative Materials: Limited Warranty

Polyvision warrants that our glass products, including but not limited to glassboards and display cases, when used under normal conditions will perform as intended for a period of 5 years. Manufacturing defects are warranted for a period of 5 years. Polyvision warrants that our tackable products, including but not limited to Tac, when used under normal conditions will perform as intended for a period of 2 years. Tackable products are warranted under the conditional terms of interior use only.

Should any failure to conform to this warranty become apparent, then, upon written notice from the customer, Polyvision, at its option, will correct such nonconformity by repair or replacement. Correction in the manner provided above shall constitute a fulfillment of all liabilities of Polyvision with respect to the quality of the CeramicSteel. The warranty is applicable only under normal usage and maintenance and does not cover defects caused by improper handling, vandalism or abuse, or arising from failure to follow Polyvision's instructions and recommendations for maintenance.

The warranty is voided if any modifications are made to the products by the customer or other trades with or without Polyvision's written consent or prior knowledge. The warranty does not include the cost of removal or reinstallation. This warranty is effective as of Dec 1, 2023, and supersedes the terms and conditions of all prior surface warranties issued to the customer by Polyvision.

This limited warranty is the sole remedy for product defects and no other express or implied warranty is provided, including but not limited to any implied warranties of merchantability or fitness for a particular purpose. Polyvision shall not be liable for consequential or incidental damages arising from any product defect.