

Warranty



1. Innovex Wood guarantees the wall covering against manufacturing defects. If you are not satisfied of the product in the box, you can contact us for replacement. Take note that a 5% imperfection in the contents of the box is considered acceptable.
2. Innovex Wood guarantees that the wall covering, in their original condition, shall be free from manufacturing defects for the period of one (1) year from the date of retail purchase (every plank installed is considered as accepted).
3. Innovex Wood guarantees the colour on the wall covering under normal conditions won't wear through for the period of one (1) year from the date of retail purchase.
4. Eastern white knotty pine is a top-quality solid wood that has healthy and strong knots. This wood is sought for the veins of the wood and his high dimensional stability. The eastern white solid wood must be used indoors. No warranty if installed outdoors.
5. Humidity and temperature changes (sunlight, heaters or other heat sources) can cause resin seeps that pass even through dyeing. Clean the resin with turpentine.
6. Allow wood to acclimate to air at ambient heat 48 to 72 hours before installation. Do not store in the basement or in an unheated garage.
7. Given the nature of wood, it is possible that Bois Innovex wall coverings may exhibit colour variations from one plank to the next or from one production lot to the next, is what gives cachet to your walls. We recommend that you lay out the planks on the wall on your personal colour preferences. Such variations may not be claimed under warranty.
8. Bois Innovex guarantees the conformity of its products when they are installed according to Bois Innovex installation instructions (see installation instructions on our web site) and are maintained in an environment where ambient humidity ranges from 35% to 55%. Failure to comply with installation instructions shall void the application of the warranty.
9. This product is flammable and its use near an important heating source is not recommended. Make sure to always refer to the instruction manual of your heat-radiating elements.
10. For installation over concrete walls, wood separators (strapping) are recommended. Direct installation over concrete is not covered by the warranty.
11. By accepting and installing Bois Innovex wall coverings, you will be deemed to have accepted the warranty terms and conditions set forth. The original proof of purchase is required to qualify for the warranty, it will be void without it.

Bois Innovex cannot be held responsible for products that are installed incorrectly (see our Installation Guide on our web site: www.innovexwood.com in the Customer service section).