

## **Office Acoustics Warranty Policy**

Office Acoustics booths come with a standard warranty of 60 months from the delivery date, ensuring they meet satisfactory quality standards and are fit for purpose. This warranty applies only when the product is installed according to Office Acoustics' guidelines and used as intended. Any deviations may affect warranty eligibility unless otherwise agreed in writing.

### **Reporting Issues**

If in your view the products do not comply with the warranty during the warranty period, you must notify us before the warranty period expires. Please send photographs of the fault and description and we may come to inspect the product further. If following the reporting and inspection, we agree that the products do not comply with the warranty, we shall repair or replace the product or any component of the product, including a panel.

### **Warranty Coverage**

The warranty shall not apply if the fault arises because:

- a) you or any installer of the products (except us) has not complied with our installation instructions;
- b) of minor imperfections or cosmetic deterioration caused by normal wear and tear for example scuffs or scratches;
- c) the products, including a panel have been damaged by your act or omission or the act or omission of a third party;
- d) you or any third party has attempted to repair the Products;
- e) the products have been damaged by intentional misuse or accidental damage (e.g. forcefully slamming the door, dropping heavy objects or drink spillage) and/or abnormal storage or working conditions (e.g. placing the booth in areas outdoors or indoors with direct sun exposure, excessive humidity or extreme temperatures such as proximity to heating systems or non-climate controlled warehouses)
- f) failure to operate due to loss of electrical connection at any time.

### **Repairs and Replacements**

Should any electrical component fail within the warranty period, a free replacement part will be provided, accompanied by clear installation instructions. Depending on the component and the complexity of the replacement process, options may include self-installation, assistance from a technician, or repair services. For non-electrical components, similar provisions apply, ensuring that necessary parts or panels are replaced or repaired to maintain functionality. Always ensure the booth is unplugged before attempting any electrical component replacement.

### **Additional Information**

For questions or support, contact Office Acoustics at [hello@officeacoustics.com](mailto:hello@officeacoustics.com).  
Warranty services are provided by MEAVO Ltd, London, UK.