



Product Warranty

Acoustic Panels

Product Range	GretaGrove Acoustic Panels in all sizes, including 2400 mm x 600 mm, 2900 mm x 600 mm, and 600 mm x 600 mm formats, together with all trims and accessories supplied within the range
Warranty Period	10 years from the date of purchase
Application	Internal feature walls and ceilings in dry domestic and commercial settings
Warranty Holder	The original purchaser. This warranty is not transferable.
Issued By	Bargain Depot LTD t/a GretaGrove, 107 – 109 St Barnabas Road, Leicester, LE5 4BW, United Kingdom. Company No. 04707068

1. Warranty Statement

Bargain Depot LTD t/a GretaGrove warrants that its Acoustic Panels will be free from manufacturing defects in material and workmanship for a period of 10 years from the date of purchase, when the product is stored, installed, used, and maintained in accordance with the GretaGrove Installation Guide and Product Data Sheet current at the time of installation.

2. What This Warranty Covers

Subject to the conditions and exclusions set out in this document, this warranty covers the following defects arising from the manufacturing process:

- Delamination, lifting, or separation of the wood veneer from the slats
- Separation of the slats from the acoustic felt backing
- Cracking, splitting, or structural failure of the slats under normal conditions of use
- Significant discolouration or fading of the veneer beyond normal tolerances when used internally away from direct prolonged sunlight
- Warping, bowing, or distortion of the panel not attributable to installation error, moisture exposure, or environmental conditions outside the stated operating range

3. Conditions of Warranty

This warranty applies only where all of the following conditions are met:

- The product has been purchased directly from GretaGrove or an authorised GretaGrove stockist
- Proof of purchase, including the invoice or order number and date, is provided at the time of claim

- The product has been stored flat, indoors, in dry conditions, fully supported, and protected from moisture, heat sources, and direct sunlight prior to installation
- The product has been allowed to acclimatise in the installation room for a minimum of 48 hours before fitting
- The product has been installed internally in a dry area, mechanically fixed through the felt backing into battens or the substrate in line with the GretaGrove Installation Guide, with ceiling installations mechanically fixed in all cases
- The product has been used only for its intended purpose as internal decorative acoustic wall and ceiling panelling
- The installation has not been altered, repaired, painted, sealed, or otherwise modified other than in accordance with written guidance from GretaGrove

4. What This Warranty Does Not Cover

This warranty does not cover, and GretaGrove accepts no liability for, the following:

- Damage caused by moisture, humidity, condensation, or water contact of any kind, including installation in bathrooms, shower areas, or other wet or high humidity environments, or cleaning with wet cloths or liquid cleaning products
- Natural variation in veneer grain, tone, and colour between slats, panels, and production batches, which is a normal characteristic of real wood products
- Gradual mellowing or change of veneer tone over time, including uneven change where parts of the installation receive more light than others
- Damage caused by incorrect storage, handling, transport, or installation, including panels fixed with adhesive alone or fixed through the face of the slats
- Damage caused by impact, abrasion, misuse, neglect, vandalism, or accident, including chipped or scratched veneer and crushed or torn felt arising after installation
- Damage caused by fire, flood, leaks, condensation, substrate failure, structural movement, or any other event beyond the control of GretaGrove
- Damage or distortion caused by proximity to radiators, flues, stoves, or other heat sources without suitable clearance, or by ambient conditions outside the range stated in the Product Data Sheet
- Damage caused by items hung from or fixed to the panels rather than the structure behind
- Any level of acoustic performance in a particular room, as room acoustics depend on the room itself and the mounting method; the product is an absorption product and does not prevent sound transmission between rooms
- Fair wear and tear
- Labour, removal, disposal, reinstallation, or any consequential costs, unless required by law
- Products sold as seconds, clearance, or ex display stock

5. Making a Claim

Claims must be made in writing within 30 days of the defect first becoming apparent. To make a claim, contact GretaGrove at orders@gretagrove.co.uk or on 0116 298 2545, providing:

- Proof of purchase, including the invoice or order number and purchase date
- A description of the defect, including when it was first noticed
- Clear photographs of the defect and the installation as a whole
- Details of the installation date, location, and environment

GretaGrove may request samples of the affected product or arrange an inspection of the installation before reaching a decision. Claims will be acknowledged within 5 working days and assessed within 28 days of receipt of all required information.

6. Remedy

Where a claim is accepted, GretaGrove will, at its sole discretion, either repair the affected product, supply replacement product of the same or equivalent specification, or refund the original purchase price of the affected product on a pro rata basis reflecting the remaining warranty period. Because wood veneer is a natural material and mellows with age and light exposure, an exact match between replacement panels and installed panels cannot be guaranteed and is not a defect. Where the original product is no longer available, GretaGrove will supply the closest available equivalent. The remedy provided under this warranty is limited to the value of the product originally supplied.

7. Limitations

To the fullest extent permitted by law, GretaGrove shall not be liable for any indirect or consequential loss, including loss of profit, loss of business, or costs of removal and reinstallation. Nothing in this warranty excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot be excluded or limited under the laws of England and Wales.

8. Your Statutory Rights

This warranty is provided in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015, the Sale of Goods Act 1979, or any other applicable legislation. For business to business transactions, this warranty applies subject to the GretaGrove Terms and Conditions of Sale.

9. General

This warranty is governed by the laws of England and Wales and is subject to the exclusive jurisdiction of the courts of England and Wales. GretaGrove reserves the right to amend the terms of this warranty for future purchases. The warranty applicable to any purchase is the version in force at the date of purchase.