

Snowsound Performance Guarantee

Laine agree to offer a guarantee that our Snowsound range of Acoustic Panels will perform to the satisfaction of the end user client or we will refund our full invoiced cost including freight to our Authorised Dealer or site subject to the conditions below.

- The number of panels for the project must be the optimum number of panels as calculated using Laine's Snowsound Calculator as detailed under the heading "Suggested Requirement".
- The onus is on the Dealer to make sure they use the correct solution i.e. combination of panels, fittings and placement for the project.
- If the project is in excess of \$15,000 invoice value from Laine, the Dealer will be required to obtain approval for this guarantee before the order is placed with Laine.
- All panels and attachments must be in as new condition and repacked in the products original packaging in order to be returned for a full refund.
- Laine suggest that the Dealer or their installers first lean the panels against a wall or bench top to confirm that the end user client will be satisfied with the acoustic improvement, this way all of the fixings can remain untouched. N.B. Fittings should not be utilised at this stage.
- Laine reserve the right to visit the site where the panels are being considered.
- If the project meets all of the criteria as set out in this document, Laine will credit the Dealer the entire invoiced amount including the freight from Laine to the initial delivery site. Return freight to Laine Bayswater, Victoria will need to be paid for by the Dealer or their client.
- Laine and our sales team remain ready to assist in any way we can with regard to achieving the most appropriate solution for your client's needs.
- The guarantee is the lesser of 45 days from Laine's invoice date or 10 days from delivery of the panels to the Dealers' client.

laine™

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