



DS ACRYLIC Clear Cast Acrylic Sheet 20 Year UV Performance Warranty

RECITALS STATEMENT:

- A.** DS Acrylic is a firm trading under the name of "DS Acrylic" and produces the "DS Acrylic Clear Cast Acrylic Sheet" (hereinafter referred to as the "Substrate Material") with the aid of cutting-edge techniques to create a top quality obtainable cast flat sheet which is designed to be used for both indoor and outdoor fixtures.
- B.** DS Acrylic fabricates the Substrate Material to be:
- (i) a distinct product; or
 - (ii) incorporated by other firms with, or in the crafting of, alternate products (**hereinafter referred to as the "Third-Party Product"**) to be supplied by these firms to clients (**hereinafter referred to as "You"**).

This warranty, presented by DS Acrylic, applies to any Substrate you have purchased, either as a complete item or as a part of a Third-Party Product. This document delineates the rights and protections provided to you as the consumer.

WARRANTY SPECIFICATIONS

1. WARRANTY

In accordance with the limitations and qualifications specified herein, DS Acrylic warrants that the Substrate will yield the UV performance values set out below ("**Warranty**") for a period of twenty years, beginning on the date of manufacture ("**Warranty Period**").

(a) Light Transmission

Within the Warranty Period, the light transmission rate of the Product may not diminish by more than 30% compared to the light transmission value recorded at the time of manufacture as measured by a spectrophotometer using a light source at a wavelength of 520nm.

(B) Modulus of Elasticity

Throughout the Warranty Period, the modulus of elasticity of the Product should not diminish by more than 30% of the value recorded at the time of manufacture.

(c) Flexural Strength

The flexural strength of the Product must not fall by more than 30% from the value recorded at the time of manufacture during the Warranty Period.¹ UV performance values at the time of manufacture of the Substrate Material can be acquired from your provider or by getting in touch with DS Acrylic, given you are capable of quoting the DS Acrylic lot or serial.

(d) Yellowness:

The Product must not surpass a 'Delta b' yellowness index rating of 7 during the Warranty Period.

2. CLAIM PROCEDURE

In order for any claims to be taken into consideration as part of the Warranty, the following conditions must be met:

- (i) a written statement or email must be sent to DS Acrylic at the given address:
Postal Address: DS Acrylic c/o DS GmbH, Innsbrucker Bundesstraße 75, 5020 Salzburg Austria;
Email Address: office@doberstein-group.com
(describing the issue in detail);
- (ii) evidence must be presented to support the fact that the Substrate Material was used as stated within the agreement;
- (iii) the claim must be made within a reasonable period of time (generally up to 30 days) after the issue was first spotted;
- (iv) recognition of the Warranty provided in accordance with clause 6(b) must occur. Failure to meet any of the above conditions could result in DS Acrylic rejecting the claim, and no liability will be taken in this situation.

3. DETERMINATION OF UV PERFORMANCE

- (a) DS Acrylic reserves the right to conduct its own examination into the source of any reported imperfection or failure of the Substrate that is subject to the Warranty. If asked, You must give DS Acrylic a 1 m² sample of the faulty Substrate to evaluate and analyze. To evaluate UV performance, DS Acrylic will assess:
 - (i) the reduction in Light Transmission and Yellowness levels using a light source set at 520nm, taken from an undamaged, unblemished sample that DS Acrylic has suggested; and
 - (ii) Flexural Strength and Modulus of Elasticity based on ISO 178, conditioning samples to 23C / 50% RH.
- (b) Before any replacement Substrate Material is shipped, all defective stock of Substrate must be sent back to DS Acrylic for review.

4. LIMITATIONS AND EXCLUSIONS

- (a) Subject to DS Acrylic's legal obligations, the company shall offer You one of the following:
 - (i) Providing sufficient Substrate needed to substitute any flawed Substrate, along with any Third-Party Product where it has been used;
 - (ii) Offering an equal DS Acrylic item needed to replace the imperfect Substrate, along with any Third-Party Product where it has been used;
 - (iii) Offering to pay for the repair of the damaged Substrate, along with any Third-Party Product where it has been used.
- (b) DS Acrylic is not liable for any of the expenses incurred due to:
 - (i) Labors associated with the removal or fix of the inadequate Substrate, including any Third-Party Product where it has been employed;
 - (ii) Cost of labor that comes with the setting up of the replacement Substrate, along with any Third-Party Product where it has been used;
 - (iii) Any damage to someone or something, any loss to income, business, or any other indirect loss, which may arise due to any flawed Substrate, inclusive of any Third-Party Product where it has been utilised.

- (c)** The warranty does not protect against any disturbances or harm to the Substrate (including when appearing in Third-Party Items) that might emerge because of instances that DS Acrylic cannot control, including but not restricted to the following:
- (i) Substrate installation or service that was either done poorly or inaccurately, particularly if there was negligence with the thermal coefficient capabilities of the Substrate;
 - (ii) Poor design, construction, or installation of the Third-Party Item;
 - (iii) Exposure to methods used to connect, fix or secure the Substrate that may have an adverse effect on the Substrate (including when appearing in Third-Party Items);
 - (iv) Ignoring DS Acrylics' proposed method of cleaning the Substrate (including when appearing in Third-Party Items), as detailed in this document or in the cleaning instructions obtainable from DS Acrylic or the supplier of the Substrate or Third-Party Item;
 - (v) Using the Substrate after it has been thermally forged or molded;
 - (vi) Moving, handling, storing, or assembling;
 - (vii) Chemical substances, fumes, fluids or solids, or rain with a high corrosive value;
 - (viii) Neglecting to substitute corroded third-party fasteners or fixings;
 - (ix) Communicating with abrasive or hostile materials or nonsuitable chemical agents;
 - (x) Bringing about the removal of settled matter from all surfaces;
 - (xi) Harm brought about intentionally or inadvertently;
 - (xii) Natural calamities such as earthquakes, storms, fires, floods, cyclones, or other similar events; and/or
 - (xiii) Making use of any additional treatments, varnishes, paints, sealants, or other systems or finishing products.
- (d)** For the Warranty to remain in effect, the following must take place:
- (i) The Substrate (and any Third-Party Product utilizing it) must be set up, put to use, and kept up in agreement with, wherever appropriate:
 - (A) DS Acrylic directions which can be accessed from DS Acrylic or the supplier of the Substrate or Third-Party Product;
 - (B) All pertinent industry criteria in place on the day of installation;
 - (ii) Parts affixed to or used with the Substrate should be constructed using substances approved by DS Acrylic;
 - (iii) The Substrate, as supplied, must under no circumstances come in contact with any incompatible material;
 - (iv) The Substrate should be serviced in accordance with DS Acrylic's maintenance guide, accessible through DS Acrylic or the supplier of the Substrate or Third-Party Product.
- (e)** Any other implied or express warranties, conditions, offers, promises, or guarantees are excluded from the Warranty, with the exception of those which are legally unenforceable.
- (f)** If DS Acrylic provides a fresh Substrate (with similar or equivalent material) to substitute for the defective Substrate safeguarded by the Warranty:
- (i) The new Substrate will be guarded by the Warranty for the remaining part of the Warranty Period as if it was the original Substrate;
 - (ii) DS Acrylic will not offer You a new Warranty in connection to the fresh Substrate provided to You in compliance with this Warranty.

- (g)** DS Acrylic is only liable to the extent specified by applicable law and declines to assume responsibility for any damages that may result from the use or deployment of the Substrate. Furthermore, no compensation beyond the price initially paid for the Substrate will be granted by DS Acrylic. The Warranty represents the exclusive remedy available, and any added expenses stemming from the situation remain the sole responsibility of the individual.

5. DS ACRYLIC CLEANING PROCEDURE RECOMMENDATION

DS Acrylic suggests that a regular cleansing be applied at least annually to preserve structural integrity and reduce the impacts of weathering. DS Acrylic's cleaning process is subject to change and may be accessed via its website, but the current protocol comprises the following steps:

- (i)** Liberally wash with lukewarm water, devoid of detergents or soap.
- (ii)** Begin cleaning the surface with a soft cloth, sponge, or a gentle cloth, wiping off dirt and residual deposits with a light approach and avoiding abrasive products or scouring instruments. DS Acrylic clear acrylic sheet/block is not scratch or abrasion resistant.
- (iii)** Repeat the cleaning process with fresh warm water.
- (iv)** Finally, dry the substrate with a soft, clean material to avoid water spots.

6. WARRANTY VALIDITY

- (a)** To ensure the Warranty is in effect, You must send DS Acrylic the following within 30 days of buying the Substrate or Third-Party Product (as per clause 2(a)(i)):
- (i)** a signed and completed copy of this Warranty; and
 - (ii)** an invoice from the supplier of the Substrate or Third-Party Product containing the customer's name and address, the purchase date, and a comprehensive description of the purchased Substrate with the total quantity.
- (b)** DS Acrylic will deliver written confirmation of receipt once the above is provided and it must be produced by the supplier to validate a claim.
- (c)** DS Acrylic reserves the right to inspect the Substrate or Third-Party Product's location of use for registration, and/or inspect and conduct tests as needed after a claim is declared under this Warranty.

WARRANTY CARD

Customer Name: _____	
Address: _____	
Phone: _____	Email: _____
Supplier Name: _____	
Address: _____	
Phone: _____	Email: _____
Date of Transaction: _____	Provider Transaction No. _____
Order Quantity: _____	Dimensions: _____

Provider Signature