BellaCORE
Manufacturer to the Construction Industry

Warranty for the Bella CORE Designer Wall Panel System 9.24.2026

1. SCOPE OF APPLICATION

- Warranty by product range:

This warranty policy applies to the following product ranges:

- Bella CORE Designer Wall Panel System

- Warranty based on intended use:

- **Residential use:** applications in household living spaces.
- **Commercial use:** commercial spaces such as convention centers, shopping malls, hotels, and restaurants.

- Conditions of Application:

- Applies only to genuine/original products.
- Products must be installed and maintained in accordance with the manufacturer's installation and maintenance instructions.
- The warranty is valid only for the original purchaser of the product and is non-transferable.

2. WARRANTY CONDITIONS

We guarantee that our products are:

- Are free from manufacturing defects in materials and workmanship.
- Offer stain resistance: no discoloration caused by common household stains.
- Will not crack, delaminate, or puncture under normal residential use.
- Are water-resistant: the product will not swell, warp, or lose structural integrity when exposed to water.

3. EXCLUSIONS

This warranty does not cover the following cases:

- Damage occurring during storage or transportation before installation.
- Defects caused by improper installation or failure to follow the manufacturer's installation instructions.
- Minor color variations between product samples/images and the actual product.
- Loss of gloss, scratches, or other natural wear and tear of the surface during use.
- Damage caused by natural disasters, including but not limited to lightning, storms, tornadoes, floods, earthquakes, landslides, or similar natural events.
- Damage resulting from user actions or negligence, such as heavy impact, burns, scratches from sharp objects, or fire.
- Surfaces that have been painted, stained, sanded, or treated with any chemicals.
- Exposure to extreme temperatures (heat above 113°F / 45°C or cold below 32°F / 0°C).
- Installation near high heat sources such as stoves, fireplaces, heat lamps, etc.
- Use in outdoor areas, non-climate-controlled environments, or locations with direct sunlight exposure such as hallways, sunrooms, etc.
- Damage caused by the use of improper cleaning chemicals (e.g., acidic cleaners with a concentration above 3%, or exposure longer than 30 minutes even with acid concentrations below 3%), or damage resulting from chemical reactions, dyes, mold, or stains that were not cleaned promptly after contact with the surface.

4. GENERAL WARRANTY POLICY

- For issues such as warped locking joints, incompatibility with accessories, or manufacturing defects, the warranty is only valid prior to installation or within 30 days of the installation date.

- If a wall panel replacement is carried out under warranty, but the manufacturer determines that the issue was caused by improper installation or maintenance, then all replacement costs including the cost of replacement materials, labor, and any associated expenses will be borne by the customer.

5. WARRANTY PERIOD AND COVERAGE VALUE

- Warranty period: Refer to the "WARRANTY PERIOD" table for applicable warranty terms.

- If the product qualifies for warranty and requires replacement, the manufacturer will support material replacement costs based on a depreciation rate, calculated according to the remaining warranty period in proportion to the total warranty period. Example: For a product with a 10-year warranty, if a defect occurs in the eighth year, the remaining warranty period is 2 years. In this case, the material cost support will be approximately 2/10 (20%) of the current value of the replacement material.

WARRANTY PERIOD

Product Range	Residential	Light Commercial
Bella CORE Designer Wall Panel System	5 years	3 years

6. WARRANTY CLAIM PROCEDURE

In the event of a product defect, customers are kindly requested to:

1. Contact: Reach out to the retail store or authorized dealer where the product was purchased.

2. Prepare the following documents:

- Purchase invoice or receipt.
- Photos clearly showing the product defect.
- Detailed description of the defect and the usage environment.

3. Claim Handling:

- The product may be inspected on-site at the project location, or a defective sample may need to be returned to the manufacturer for evaluation.
- If the warranty claim is accepted, we may replace the wall panel with the same design. If the original product is no longer available, you may choose from current designs of equivalent value.

If you have any questions or need further assistance, please contact our official distributor or customer support representative.