

Nerval Corporation (NERVAL) warrants upon, and subject to the following terms and conditions, that if, under normal usage as defined below, the structural integrity of the canvas, moulds, stretcher bars, frames, or glass faces deteriorates during a period of one (1) year from the date of purchase of the artwork, it will, within a reasonable time, at its option either credit the purchase price of the item or replace the artwork. This warranty is subject to the terms & conditions stated below AND NERVAL's general terms & conditions (available on our website: www.nervalcorp.com). This warranty does not apply to defects resulting from negligence, misuse, accidents, improper handling, exposure to extreme environmental conditions, or failure to meet Nerval's care & maintenance instructions, available on our website. **NERVAL CORPORATION** retains the option to repair, replace, or issue an in-house credit for any defective item.

NERVAL expressly assumes no responsibility for damage due to product failure caused by improper usage, environmental exposure (e.g., direct sunlight, high humidity), incompatibility with installation, cleaners, solvents, acids, alkalis, or any other chemicals used on or around the artwork materials.

Warranty shall become void if:

- The artwork is not installed following standard industry practices or not installed by Nerval-approved methods.
- The artwork is placed in high-humidity areas such as bathrooms, kitchens, or near HVAC units without adequate ventilation or environmental control to prevent moisture damage.
- The frame or canvas is subjected to direct exposure to sunlight or placed in areas where UV rays can cause fading or material deterioration.
- The materials used to hang or mount the artwork are not compatible with the backing of the frame or canvas, or inappropriate adhesives are used that cause damage to the structure.
- The artwork is cleaned using abrasive materials such as harsh chemicals, stiff brushes, sharp objects, or cleaners containing acid, alkali, or ammonia bases.
- Surface marks and stubborn dirt are removed using improper methods. The artwork should be dusted with a soft, dry cloth or, for framed glass faces, cleaned with non-abrasive cleaners sprayed on a cloth, not directly on the surface.
- The artwork is stored in extreme temperatures or areas where conditions may compromise its structural integrity.
- The artwork is not maintained in accordance with NERVAL's care & maintenance instructions.

NERVAL reserves the right to inspect in the field any product which is alleged to be defective. No credit or replacement will be issued for artwork that is not able to be inspected or returned.

10/02/2024