



10-YEAR LIMITED WARRANTY

1. Subject to the conditions and limitations set out in this warranty below, Flexitop Solid Surface warrants to the original purchaser of any Flexitop Solid Surface solid surfaces for interior residential or commercial use. Flexitop Solid Surface will at its option, repair or replace any Flexitop Solid Surface without charge if it is defective directly as a result of its manufacture by Flexitop Solid Surface during the first 10 years after initial purchase (proof of purchase will be required). This includes necessary real cost charges needed to repair or replace the Product. Although Flexitop Solid Surface shall make its best effort to repair or replace with the best possible color match to the original as possible, Flexitop Solid Surface cannot guarantee the exact color in the event of repair or replacement.

2. This warranty does not cover any defect caused by:

- a) Any natural occurrence, or any other act or circumstance beyond the Flexitop Solid Surface's control;
- b) Failure to comply with Flexitop Solid Surface's instructions including fabrication, installation, care, maintenance, etc.
- c) Physical abuse, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, exposure to chemical products, normal 'wear and tear', scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, exposure to harsh chemical products and/or excessive weight;
- d) General fading or discoloration or damage due to direct and indirect light (exposure to direct sunlight should be avoided);
- e) Any products moved from their original place of installation;
- f) Seam appearance of any adhesive, caulk or other accessory items;
- g) Color variation from the sample;
- h) Color variation within different batches;
- i) Exact color match as a result of Product replacement or repair is not guaranteed;
- j) Failure caused by other substructure support;
- k) Improper fabrication, installation, handling or maintenance;
- l) Workmanship of Fabricators or Installers;
- m) Damages from other than manufacturing defect;
- n) In-Carton products including components made from Flexitop Solid Surface;
- o) Any Product installed or located outdoors, such as outdoor kitchens, BBQ work surfaces, or in heated areas such as saunas, steam rooms, and shower pans;
- p) Any Product installed in recreational vehicles;
- q) Any product being used in applications that are not recommended by Flexitop Solid Surface
- r) Same color and veined intensity between sheets in SUPREME collection. (Veining may vary from sheet to sheet and also within a sheet. Special consideration has to be taken into any joint and coved up-stands.



3. A replacement product may not be reasonably available from Flexitop Solid Surface in the same shape, type or colour as the original Flexitop Solid Surface covered by this warranty. If a replacement product of the same shape, type or colour is not reasonably available, Flexitop Solid Surface reserves the right to provide a replacement product of as close a shape, type and colour match as is reasonably possible from Flexitop Solid Surface's then prevailing product range in satisfaction of its obligations under this warranty.

4. This warranty does not cover any other product used or installed in connection with the Flexitop Solid Surface.

5. This warranty is not transferable or assignable.

6. Any inquiries regarding this warranty should be emailing info.flexitop@gmail.com

7. To claim this warranty, please provide following written details to Flexitop Solid Surface team:

- Place when the Flexitop Solid Surface was purchased and amount you paid for it. Please also provide a copy of your proof of purchase
- If the Flexitop Solid Surface has been installed - the address at which it was installed, the date of installation, the name of the person and company that installed it, the quantum of the labour charges necessary for the repair or replacement of the Flexitop Solid Surface solid surface product (including any quotes you have obtained verifying the labour charges)
- Description of how the Flexitop Solid Surface is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).



Name: _____

Place when Flexitop Solid Surface was purchased:

Address where Flexitop Solid Surface was installed: _____

Date installed: _____

Installed by: _____

Date: _____ Signed: _____

Effective as May, 2019