



ĒOS SOLID SURFACE RESIDENTIAL 10-YEAR WARRANTY

ĒOS warrants through the fabricator to the owners of installed ĒOS products for a period of ten (10) years from the date of installation that the ĒOS material will be free from manufacturing defects. If a manufacturing defect occurs during the warranty period, ĒOS will, at its option, replace the defective ĒOS products at no cost to the end user. The fabricator of the countertops reserves the right to repair the defect in a workmanlike manner should they judge that the material is repairable.

What this Limited Warranty Covers

- ĒOS' obligation under the 10-year warranty covers only the provision of replacement material for the failed product.
- This limited warranty covers ĒOS Sustainable Surfaces that have been permanently installed in your residence.
- This limited warranty covers products that have been maintained according to the ĒOS care and maintenance guide provided free of charge at the time of installation, or upon request, by the ĒOS installer or by ĒOS.

What this Limited Warranty DOES NOT Cover

- This limited warranty does not cover thermal shock, chemical abuse or defects by fabrication, misuse or improper fabrication.
- This limited warranty does not cover any additional or supplemental repairs or modifications, such as tile or wall surface modifications, that may be necessary to repair or replace the ĒOS product covered under this limited warranty; such other repairs and modifications shall be the responsibility of the customer.
- This limited warranty does not cover products that have not been paid for in full.
- This limited warranty does not cover uses for products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, exposure to ultraviolet light, physical or chemical abuse, and damage from improper care and maintenance.
- ĒOS is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism or accidents.
- This limited warranty does not cover color variances.

Warranty Registration

To register for this limited warranty, you or the ĒOS Authorized Installer must fill out the warranty registration card or call or write ĒOS at the phone number or address below to obtain a registration form. Or you may register online at <http://ĒOS-surfaces.com/ĒOS/residential/warranty/>.

To Obtain Service under This Warranty

To obtain the best service under this limited warranty, contact the source from whom you purchased ĒOS. For more information about this warranty, please contact ĒOS directly by writing or calling:

ĒOS Surfaces

P.O. Box 505
Norfolk, VA 23501
Attn: Warranty Department
P: 800.719.3671

In order to obtain service under this limited warranty, you must permit your ĒOS Authorized Installer or ĒOS Authorized Agent to inspect your ĒOS product at your residence. Also, you must reasonably cooperate with your installer and ĒOS' Agents in the efforts to service this limited warranty.

Except as provided in this limited warranty, ĒOS shall not be liable in either tort or contract for any loss of direct, consequential, or incidental damages arising out of the use or inability to use this product in residential applications covered by this warranty. Some states do not allow the exclusion or limitation of incidental damages so the above limitation or exclusion may not apply to you. ĒOS makes no other warranty, representation or guarantee, expressed or implied, with respect to its products, except as expressly stated herein. Some states do not allow limitation in how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or, in Canada, from province to province.