

PaperStone Limited Warranty



PaperStone products have a 15 year limited warranty on all it products.



Paneltech International LLC (Paneltech), the makers of PaperStone, warrants that PaperStone products permanently and properly installed after November 15, 2007 and purchased through Paneltech-approved distributors, will be free from material defects for **a period of 15 years**. If the PaperStone product is found to have a manufacturing defect, Paneltech will, at its sole discretion, without charge replace the PaperStone sheet found to have such manufacturing defect. This warranty will only apply in the case of manufacturing defect in the original PaperStone product that was properly installed. This warranty applies only to the original owner and is not transferable.

This warranty is for PaperStone panels 3/4 inch thick and thicker used in countertops and for residential and commercial horizontal applications. It does not include uses of PaperStone in saunas, shower pans, steam rooms or outdoor uses in, by way of example only, grill tops, outside counters and boats. Customers seeking warranties in such applications should contact their distributor directly and their requests may be addressed on a case-by-case basis.

This warranty DOES NOT COVER PaperStone panels that are advertised and sold as discounted, off-spec panels. This is not an 'installation' warranty and DOES NOT COVER any aspect of the installation of PaperStone if such failure was caused by a fabrication or installation error. Fabrication and installation errors include the mismatching of panels with obvious color variations.

Nor does this warranty cover damage caused by physical, chemical or other abuse, damage from excessive heat, use in certain applications, acts of nature, or any act of customer abuse.

Physical, chemical and other abuse: includes any use of PaperStone that is unreasonable considering the normal and expected uses in a residence or business, and includes, but is not limited to, damage by vandalism, use of improper cleaning solutions, leaving substances such as bleach or drain cleaner on the product without prompt cleaning, the dropping of heavy objects on the panel, or product that has not been maintained with proper care and use (see distributor or dealer for care and use details).



Warranty, *continued*

Excessive heat: means exposure to heat to such a degree that marks, rings or cracks appear on PaperStone sheets. Cracking around a cooktop may appear by permitting cookware that is on (or partially on) a heating element to overhang the cooktop causing excessive heat on the cooktop or from using high temperatures for excessively lengthy periods of time. Common sense needs to be exercised. Trivet channels can easily be routed into PaperStone and trivets should be used where hot pans will be placed on the counter.

Acts of nature: include, but are not limited to, exposure to the outdoors, weather effects, architectural and engineering design, structural movement or settling, job site conditions, freezing conditions, and fire.

Replacement

Paneltech will replace any area of the installation that is found to have a manufacturing defect if the panel was installed properly. Paneltech will pay the cost of the required product. The customer will be responsible for any other costs associated with or arising out of the replacement, including panel removal and replacement labor and materials, any plumbing and electrical disconnect and reconnect charges, tile, wall surface, or cabinet repairs or modifications that become necessary as a result of PaperStone replacement.

Specific Rights

Except as provided herein, Paneltech shall not be liable in either tort or contract for any loss or direct, consequential or incidental damages arising out of the use or ability to use PaperStone. To qualify under this warranty, the owner **must** provide the original sales receipt or other sales documentation acceptable to Paneltech which demonstrates proof of purchase of the PaperStone sheet within the 15-year warranty period. The customer must reasonably cooperate with Paneltech in its efforts to perform its obligations under this warranty, including any visual inspection deemed necessary by Paneltech or its agents.