

# WARRANTY

Postform Ltd.'s unwavering commitment to customer satisfaction includes a promise that our countertops are **Superior** in **Quality** and **Workmanship**. We are steadfastly proud to stand behind our products and will warrant them to be free of defects in material and/or workmanship for a period of (1) one year from the date of purchase.

All warranty claims **MUST** be promptly reported after discovery. This warranty applies only to the original purchaser/owner and the countertop under normal conditions. It shall not apply to any Postform Ltd. countertop (or any part thereof) that has been altered, misused, neglected, improperly installed, stored, or mishandled. Postform Ltd. reserves the right to inspect and review any countertop reported to be defective. All decisions will be at Postform Limited's sole discretion and will be considered **FINAL**.

## *Please be advised that this policy does NOT warrant the following:*

- Part or parts that have been damaged due to liquid /moisture penetration.
- \*Laminate countertop joints are susceptible to liquids and are not considered "water-proof".
- Part or parts that have deteriorated due to normal wear & tear.
- Part or parts that are manufactured with Plywood material – as this product is manufactured with natural wood characteristics such as leafing, splitting and broken grain.
  - ▼ a. The plywood layers are also susceptible to interior delaminating which is not within the control of Postform Ltd.
  - ▼ b. Laminate Countertops manufactured with a plywood core – no warranty coverage due to delaminating characteristics (material separation).
- Part or parts that have been exposed to adverse environmental / temperature conditions (hot & cold), (exterior & interior) – ie. "unoccupied residence or exterior entertainment areas."
- Part or parts that possess a "gloss" finish.
- Part or parts that are identified as scratch resistant DOES NOT mean or represent scratch proof surfaces.
- Part or parts of quartz product; this is a man-made material - as a result of the manufacturing process the final product may have a variance in tonal colouration, size, shape and particulate distribution – these are all inherent traits of this material.
- Part or Parts of granite product – natural variations in colour, size, shape and distribution of natural pattern variations - these characteristics are inherent and unique to the product. This warranty does not cover what is referred to as spots or blemishes smaller than the size of a ten (10) cent piece.
- Postform Ltd. will NOT REPLACE product due to BUYER REMORSE or material performance not meeting the customer's expectations.
- Any and All expenses due to the disconnect and or reconnect of all plumbing lines, gas lines and electrical components.
- Any verbal communication between customer and sale representative, template, or field/installation personnel is non-binding. All communication must be done in writing, email and/or faxed to the office.

## FOR MORE INFORMATION PLEASE CONTACT

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