

DURASEIN® SOLID SURFACES TEN (10)-YEAR LIMITED WARRANTY

Durasein® Solid warrants residential and/or commercial use of our Solid Surface materials to be free of manufacturing defects for a period of 10 years starting from the date of installation. The product should be used and maintained in accordance with instructions provided by Durasein & Acero.

Durasein at its sole option will repair or replace such products if they fail due to any manufacturing defect during the first ten years from the date of initial installation, with necessary and reasonable labour charges if justified. All repairs or replacements hereunder are to be performed by Durasein® or its designated agent Acero. Although Durasein® shall make its best effort to repair or replace with the best possible colour match material; Durasein® cannot guarantee the exact colour match in the event of repair or replacement.

This warranty excludes issues due to the following:

1. Minor conditions such as stains, scratches, water spots and burns, which due to the unique properties of our Solid Surfaces, may be corrected by techniques specified in our Cleaning & Maintenance instructions.
2. Failure not to comply with our instructions including fabrication, installation, cleaning, maintenance.
3. Any products moved from their original place of installation.
4. Colour variation from any sample material.
5. Failure caused by improper cabinet or substructure support.
6. Misuse or Abuse (intended or unintended including physical or chemical)
7. Damage caused by extreme heat.
8. Damage caused by an act of nature such as fire, flood, earthquakes, wind, rain and other natural causes.
9. Normal wear and tear.

Acero Ltd must be advised of the product defect prior to the expiration of the warranty period.

Proof of purchase for the original installation date will be required before warranty service is rendered.

Durasein neither assumes nor authorizes any person or company to act on behalf of Durasein for any decisions regarding this warranty. Final decision will be the responsibility of Durasein or Acero.

To obtain service under this warranty, call the Acero on 0800 263 7237 or email info@acero.co.nz