

**KRION® Solid Surface** is a cutting-edge material that complies with all the required quality criteria and standards relating to solid surfaces. It is made in a rigorously controlled manufacturing process. The quality of the KRION® is monitored throughout the whole production process as per the quality management requirements of the ISO 9001 standard, the environmental management requirements of the ISO 14001 standard and, above all, those established by KRION® Solid Surface. KRION® is sold in the form of KRION® sheets or cast KRION® items. In the event of a problem of any kind during the period of validity of this warranty, please read this document carefully.

## COVER

KRION SOLID SURFACE S.A. provides the following limited warranty for KRION® materials used to make end products fitted indoors. This warranty is applicable worldwide, with the pertinent national legislation prevailing in all cases. At its discretion, the company will **solely and exclusively** repair or replace the KRION® materials free of charge under the following terms and conditions, providing that they have been fabricated and fitted by a GOLD or PLATINUM-level **KRION ASSOCIATE FABRICATOR** who holds this level at the time of the fabrication.

## TERMS & CONDITIONS

1.- This point contains the terms and conditions of the warranty covering KRION® materials in the event of manufacturing defects.

### • KRION® Sheets

KRION SOLID SURFACE S.A. provides a 10-year limited warranty for KRION® materials (sheets) used to make end products. This limited warranty covers the repair or replacement of manufacturing defects in the KRION®, free of charge and at the manufacturer's discretion, depending on the time that has elapsed since the purchase date and providing that the materials were fabricated and fitted by a **KRION ASSOCIATE FABRICATOR**. The prior written agreement of KRION SOLID SURFACE S.A. shall be needed for all repair or replacement work and it must be carried out by the person(s) designated by KRION SOLID SURFACE S.A. From the first to the third year, KRION SOLID SURFACE S.A. shall cover the cost of 100% of the materials and 100% of the labour. From the fourth to the sixth year, KRION SOLID SURFACE S.A. shall cover the cost of 75% of the materials and 50% of the labour. From the seventh to the ninth year, KRION SOLID SURFACE S.A. shall cover the cost of 50% of the materials and 25% of the labour. The tenth year it shall cover the cost of 25% of the materials and none of the labour costs. These percentages shall apply in all cases, provided that the fault is attributable to a manufacturing defect in the KRION® materials made by KRION SOLID SURFACE S.A.

### • Cast KRION® items

KRION SOLID SURFACE S.A. provides a 24-month warranty for all cast KRION® items that it sells. This limited warranty covers the repair or replacement of manufacturing defects in the KRION®, free of charge and at the manufacturer's discretion during the period of validity of the said warranty.

All the said installed fittings and/or products made of KRION® must have been manufactured and fitted in accordance with the *Fabricator's Manual*. They must have been used and cared for in accordance with the *Guide to Use, Cleaning and Care* available on the web page [www.KRION.com](http://www.KRION.com). This warranty shall become valid as from the date when the product was first installed. Unless otherwise proven, this shall be the date shown on the end customer's sales invoice.

2.- Our limited warranty for **KRION® materials** does not cover defects, damage or mistakes made by the fitter, user or any other person in the following cases:

- Damage caused during the transportation process.
- Damage or defects caused by a faulty design.
- KRION® used in saunas, steam baths or as flooring.
- Damage or defects due to faulty fabrication.
- If adhesives by other manufacturers were used in the fabrication process.
- A faulty installation process or non-compliance with the instructions in the *Technical Notes, Fabricator's Manual and Sales Guides* drafted by KRION SOLID SURFACE.
- KRION® not located in the original place where it was installed.
- Damage caused by optional equipment not supplied by KRION SOLID SURFACE S.A.
- Modifications made subsequent to the installation of the end product for any reason which were not authorized by KRION SOLID SURFACE S.A. (Including those made in order to comply with Local Legislation).
- Negligent use and/or misuse, whether physical, chemical or mechanical.
- (Residential or commercial) use, improper or insufficient care, and marks caused by normal wear and tear to the materials.
- Extreme heat as a result of insufficient insulation or temperatures of over 75°C for prolonged periods of time.
- Boiled liquids spilled onto it, without running cold water at the same time.
- Acts of God (lightning, earthquakes, floods, hail etc.).
- Fires.
- Force majeure. Wars. Vandalism.

3.- In the case of cast basins and sinks, a slight difference in colour is permissible between the basin or sink and the countertop made of KRION® sheets (i.e. of an  $\Delta E$  less than or equal to 2), provided that they are both the same colour model and have been fitted as indicated in the *Fabricator's Manual*.

4.- The manufacturer's liability is limited to the repair or replacement, free of charge and at the manufacturer's discretion, of manufacturing defects in the KRION® materials, excluding any handling, fabricating, replacement or installation costs. If KRION SOLID SURFACE S.A. deems that it is not able to repair or replace the defective KRION® materials covered by this warranty, it shall be solely limited to returning the original amount paid for the KRION®. The owner shall accept any additional bonding joints or slight colour variations that might be necessary as a result of the repair process. This warranty shall not include the cost of any required work prior or subsequent to the repair, replacement or maintenance of the KRION® because easy access to its different parts has not been envisaged.

5.- This warranty only covers the KRION® materials (*KRION® sheets and cast KRION® items*). The adhesive used to bond the KRION®, and the related assembly system and installation process are not covered by it.

6.- Under no circumstances shall this warranty cover possible direct or indirect damage to persons or things that is not attributable to manufacturing defects in the KRION® materials. If faulty KRION® has been fabricated or fitted, any financial compensation shall be excluded unless the express written authorization of KRION SOLID SURFACE S.A. has been given. Neither shall this warranty cover losses of commercial profits, the interruption of business activities, or any other loss, whether or not it is the outcome of a manufacturing defect by KRION SOLID SURFACE S.A. and even if KRION SOLID SURFACE S.A. was warned of the possibility of such damage. KRION SOLID SURFACE S.A. cannot be held liable for the choice of KRION® materials, related design, and engineering calculations needed to carry out projects.

7.- Marketing samples of KRION® materials that you may have seen before buying KRION® are only representative. They are not an exact replica of what will be fitted in your project. Slight variations in colour and shade are common with solid surfaces. This does not affect the performance of the product and neither can it be deemed to be a defect.

8.- Claims for and the notification of possible defects must be made in the store where the materials were purchased within a maximum of two months of their appearance by submitting the warranty and proof of purchase. If you are unable to contact the store where it was purchased, you should contact any official distributor, a KRION ASSOCIATE FABRICATOR, in the final instance, KRION SOLID SURFACE S.A.

9.- If any repair or replacement is made under this warranty, the period of validity of the said warranty shall continue from the original installation date and not from the date of the repair or replacement.

10.- KRION SOLID SURFACE S.A. is the only authorized body able to certify and confirm fabricators as being **KRION ASSOCIATE FABRICATOR**.

## LEGAL FRAMEWORK

This certificate, together with the sales invoice, is the only valid warranty given by KRION SOLID SURFACE S.A. for KRION® materials used in all fittings installed as from 01/01/2016. No amendment to the warranty shall be accepted. In the event of a dispute in the interpretation and/or application of this warranty, the Law Courts of Vila-real (Castellón, SPAIN) shall be the only competent body for its legal settlement.