

## **GEOLUXE Warranty**

GEOLUXE warranty covers the product from manufacturing defect according to terms and conditions under this warranty.

### **General Terms and Conditions of GEOLUXE Warranty**

GEOLUXE offers the warranty to the original purchaser of the product (GEOLUXE) that will be free from manufacturing defects. The inspection in logistic process is under the original purchaser's sole responsibility under its receipt. Also, this limited warranty covers only the proper fabrication and installation under the GEOLUXE Technical manual.

Our quality control process and the outstanding production line in manufacturing offer the high quality of GEOLUXE that can be described under this warranty.

The GEOLUXE Limited Warranty applies to the defective product for 15 (fifteen) years as from date of installation for residential use, or for 10 (ten) years as from date of installation for commercial use. This warranty is not transferable. GEOLUXE will not be liable if the original purchaser tort in contract no matter direct, indirect or incidental including damage for loss of business profits or incomes.

### **Exclusives from the GEOLUXE Warranty**

GEOLUXE is responsible for only the product that has been paid in full.

GEOLUXE does not warrant the products after installation due to opinions based on personal preference such as color or edging style.

This warranty does not cover that the samples or photos of the GEOLUXE product will be exactly the same as the products after installation. The samples are only the pieces that display the design, color and finish at the point of sale. Therefore, it is crucial to make the final selection of the color and finish because any adjustment after final decision will not cover in this warranty.

GEOLUXE products consist of natural components which lead to natural or not identical appearance in each batch. Therefore, this warranty does not apply to the difference in color, shade, or gloss level.

The damage of products such as mishandling and misuse will not be covered by this warranty.

This warranty does not apply to any damage or special effects incurred by improper installation or fabrication and inappropriate designed or structure.

GEOLUXE is not responsible for any further fabrication or repair after first completed installation. All the modification (plumbing, electricity, etc.) will be the customer responsibility. The additional costs of transport, production, assembly and/ or dismantling to repair are not covered in this warrantee.

This warranty does not apply to the products that bought from unauthorized distributors or bought from authorized distributors who sell outside their authorize area without any permission from GEOLUXE.

Natural disaster or others damage that caused by acts of God is not the responsibility of this warranty.

Cracks after the final installation is not count as the defection from manufacturing. The main reasons of the cracks are handling, strong external impact, improper fabrication which is not including in installation manual. Thus, this warranty does not cover in this case.

This warranty is excluded for any problem or damage of the products that have been use with inappropriate cleaning agents such as bleach, high level of acid, chemical and chlorine.

GEOLUXE does not respond to the direct or indirect defect that has been caused by improper and kitchen daily use such as scratches, burn and stains. Following the GEOLUXE cleaning and maintenance section in technical manual is highly recommended.

The behavior and appearance of seams, adhesives, silicone, and/ or other accessory materials.

The countertop with the surface finish that has been altered at fabricator site

Defects that were visible at the time of countertop production or installation.

### **Right of GEOLUXE to Inspect**

GEOLUXE has authorized to inspect and make decision for any manufacturing defect at the purchaser's premise. In case that inspector concludes that the defect does not meet the terms and conditions of the warranty, GEOLUXE can disclaim the case.

### **Registration and Activation**

In order to activate your warranty, customer must register within sixty (60) days of purchase of the product in the website <http://www.GEOLUXE/Warranty.com>.

Please contact directly to the original purchase for the best service follow this warranty. In order to receive this warranty service, customer must allow the authorized distributor or

GEOLUXE to inspect the case at your area. GEOLUXE can reject to provide the free warranty if the information provided by customer is incorrect or incomplete.

This warranty covers the replacement of the defective product with one of identical characteristics (colour, thickness, etc.) as those of the product purchased by the client, unless this is impossible owing to the product being discontinued. In this case, it would then be replaced by a product of similar characteristics.