



## LIMITED LIFETIME WARRANTY

Effective: February 28, 2020

Your surface is guaranteed to be free from defects in material and workmanship and backed by our limited lifetime warranty.

For more information about this warranty or to file a warranty claim, contact the source from which you purchased your surface product or contact Prock Operations, Inc., directly by calling 800.356.8351 or writing to Prock Operations, 124 S Seymour, St James MO 65559. All warranty claims must include copies of the original work order, invoice, delivery ticket, and/or sales receipt from Prock Operations or one of its distributors or suppliers. We will not honor any warranty request without sufficient proof of purchase.

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### LIMITED LIFETIME WARRANTY

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If your surface product fails due to manufacturing defect, as determined by an authorized warranty service agent, we will replace the faulty product or refund the product's original cost, in our sole discretion. If the original color or style of the surface product is not available, we have the right to substitute another product of equal or greater value.

We will not repair or replace any surface product on the basis of color dissatisfaction, including veining patterns. Our samples are only a representation of the final product and will vary. Exact color and design matches may not be possible.

Any repair or replacement under this warranty does not expand the coverage of the warranty or otherwise change any warranty limitations.

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### WARRANTY LIMITATIONS

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Our limited lifetime warranty:

- Applies only to surface products used for normal interior use in the United States, Mexico, and Canada that have been installed, use, and maintained as recommended by the manufacturer and have failed due to a manufacturing defect.
- Does not cover damage not due to a manufacturing defect.
- Does not cover costs of installation or damage resulting from installation or costs of



installation for a replacement product. Be sure to inspect your surface product for defects in material and workmanship prior to installation.

- Does not cover transportation costs or damage resulting from transportation. Be sure to inspect shipping carton thoroughly for damage before accepting the product.
- Does not cover careless use of the product, including scratches from abuse, hot temperatures, or inappropriate cleaning.
- Does not cover staining or damage associated with plumbers' putty.
- Does not cover silicone or other seams.
- Does not cover damage from improperly installed, used, or maintained appliances or accessories either built into the product or placed or stored on the product.

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### **VOIDING THE WARRANTY**

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This limited lifetime warranty is null and void if the surface product is moved from its original installation location. The warranty is non-transferable and non-assignable. Any transfer or assignment voids the warranty.

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### **WARRANTY DISCLAIMER**

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