

HanStone Porcelain Warranty

WARRANTY COVERAGE

Hyundai L&C Canada Inc. operating as HanStone Canada (hereunder "HanStone"), warrants to the original purchaser/owner in Canada that its large format porcelain slab products (hereunder "products"), shall be free from manufacturing defects in material under normal use and service for a period of 10 years. HanStone, at its discretion, may repair or replace product failures due to manufacturing defects only.

HanStone is a supplier of porcelain slabs only. Design, fabrication and installation is performed by independent stone or trade professionals. HanStone is not responsible for any workmanship by 3rd party stone/trade professionals or contractors. As such, this warranty is strictly limited to HanStone Porcelain products only and does not cover design, any labour such as fabrication and installation, plumbing, fixtures, appliances, cabinetry, or any other product associated with the application.

Whether HanStone chooses to repair or replace your product, we will seek to obtain the best possible result, however an exact colour match cannot be guaranteed. This warranty may only be enforced by the original purchaser with proof of purchase and is not transferrable. This warranty is void unless the product has been paid for in full, and the product must be registered within 30 days of installation. HanStone's authorized agents must be permitted sufficient time and opportunity to inspect the product(s), evaluate, and respond to any claim(s). All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by HanStone and shall be final and binding upon all parties.

The professional fabricator/installer is responsible for inspection and reporting of surface or quality issues prior to fabrication or installation. It is also the end user's responsibility to inspect the finished product before permanent installation. This warranty does not cover any defects that were visible at the time of fabrication/installation and were not avoided during fabrication/installation. This warranty does not cover products that you the customer decide you do not like after installation due to colour, shade, pattern, or any other opinions based on personal preference. All parties must agree to comply with the terms and conditions outlined in this warranty.

If a claim is covered by this warranty, HanStone, at its option, may provide repair or replacement of slabs only, excluding any labour associated. Such repair or replacement does not extend the warranty period.

THIS WARRANTY DOES NOT COVER:

- Damage caused by abuse, misuse, impact, abrasives, heat, harsh chemicals, hydrofluoric acid, improper cleaners, chips and cracks, structural support or movement, acts of nature.
- Fabrication, Installation, 3rd-party workmanship, Alteration, Repairs, Removal from its original place of installation.
- Failure to comply with the recommended [storage, handling, usage, supports, cutouts, fabrication, installation, technical guidelines, and care & maintenance instructions](#).
- Reactions or appearance of joints, seams, adhesives.
- Natural wear and tear, stains, scratches, prolonged exposure to coloured substances, water/oil/other marks, burns, etc.
- Natural variation in colour or pattern, or difference between small sample pieces vs full slabs.
- Design, labour or parts such as fabrication, installation, tear-out, plumbing, fixtures, appliances, cabinetry, or any other product associated with the application.
- Seconds or thirds or lots purchased on special offer or at special discounts.
- Claim based on the customer not liking the product due to colour, shade, pattern, or any other opinions based on personal preference.
- Products purchased from unauthorized dealer or reseller.
- Any promises or guarantees contrary to the warranty policy made by 3rd party representatives or any other representative of the company.

No other warranties, express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, HanStone Canada is not liable in tort or contract for any loss or direct, incidental, or consequential damages as a result of the use or the inability to use the product. This warranty gives you specific legal rights, and you may also have other rights, which vary in Canada from province to province. Some provinces do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

HanStone makes no other guarantee, representation, or warranty express or implied with respect to its products, except as expressly stated herein. No representative, dealer, employee, installer or any other person is authorized or permitted to make, modify or change this warranty with respect to HanStone Porcelain Surfaces.

To obtain service under this warranty, first contact the source from which you purchased the product. For more information, please contact: service@hanstone.ca