PaperStone® 10-Year Limited Manufactured Panel Warranty

Who is covered by this warranty

- This warranty applies to PaperStone® permanently and properly installed in the original purchaser's residence or commercial location during the warranty period.
- It is not transferable, except in the case of a builder owner/non-resident, transferring ownership from builder to original resident occupants.

What is the period of coverage?

- This warranty remains in force for 10 years from the date of purchase.

What does this warranty cover?

- PaperStone® panels 1/4 inch (6 mm) thick or greater, permanently installed for residential or commercial countertops, wall cladding or similar uses (see uses not covered below).
- Manufacturer defects in your PaperStone® countertops.
- The obligation of Paneltech and its distributors is limited, at their option, to repair or replace material found to be defective and excludes costs of removal and reinstallation.
- Remedy limited to repair, replacement of affected countertop piece, or reimbursement of original material value plus freight at manfacturer's discretion.

What this warranty does not cover...

- Any aspect of the installation of PaperStone®. This warranty covers manufacturing defects in the PaperStone® material only, it is not an 'installation' warranty. This warranty does not include plumbing, gas, electrical, tile, wallpaper, painted surface or trim cost, incurred due to replacement of your countertop.
- Panels advertised as 'discounted' or sold as 'budget' or 'industrial-grade' panels are not covered by this warranty.
- Countertops moved from their original permanent placement.
- Natural characteristics of PaperStone®, such as, but not limited to; variations in color or mottling, gloss level and texture, depth and clarity.
- Damage due to physical abuse, such as, but not limited to; excess weight, standing, sitting, walking on, impacts whether accidental or intentional, excessive heat, fire or flame.
- Staining due to chemicals, such as, but not limited to; improper cleaning solutions, paint, stain, putty oils or residue, oils, acids, metal cleaners, oven cleaners, solvents, and alkalis (see PaperStone® Care and Maintenance Guide).
- Damage or injury caused in part or in whole by acts of God, job site conditions, structural movement or settling, architectural or engineering design, accidents or vandalism.
- Seam placement or location, size, color or appearance of seams, color match from piece to piece, seam separation or opening due to movement, impacts, excess weight or settling.
- This warranty covers only the repair or replacement of the actual section of the material that is determined to have a manufacturing defect. No other cost, expenses, materials, labor, damages or reimbursements associated with the damaged products are covered under this warranty.
- PaperStone® installations in abnormal conditions, such as, but not limited to; use in showers, recreational vehicles, boats, trains or aircraft. These 'non-typical' uses may be covered under separate, application-specific warranties.
- Appearance differences resulting from variations in sanding.

How to make sure this warranty remains in effect...

- Use only PaperStone®-approved products and procedures as found in the PaperStone® Care & Maintenance Guide.
- Have your countertop inspected and refinished, if necessary, by a Paneltech-approved expert every 10 years (for food and beverage stain protection).
- For more care and use information please refer to the PaperStone® Care & Maintenance Guide available at evostone-europe.com

How do you get service?

- To qualify under this warranty, the owner must provide the original sales receipt or other acceptable sales documentation, which demonstrates proof of purchase of the PaperStone® panel within the 10-year warranty period to their dealer or distributor.
- The customer must reasonably cooperate with the dealer or distributor as they seek to perform obligations under this warranty, including a visual inspection if deemed necessary by Paneltech or its agents.

Options for problem resolution...

- Stains from food and beverages will be treated by a Paneltech-approved expert. This may take more than one application. New finish will be applied after the stain removal treatment.
- Paneltech will replace any area of the installation that is found to have a manufacturing defect provided the panel was installed properly.
- Paneltech will pay the cost of the required product replacement. The customer will be responsible for any associated costs arising out of the replacement including: panel removal/replacement labor and materials, any plumbing or electrical disconnect/reconnect charges, tile, wall surface or cabinet repairs, or modifications that become necessary as a result of PaperStone® panel replacement.
- If after inspection, problem is deemed to be from abuse or other uncovered points outlined herein, a standard service call charge may apply.

Sustainable Composite Surfaces by

Paneltech

2999 John Stevens Way | Hoquiam, WA 98550
360.538.9815 | paperstoneproducts.com

Manufactured in Hoquiam, Washington, USA since 2004.
Paperstone® is beautifully finished, earth-friendly, sustainable composite surface.