3042 Hudson St.
Franklin, IN 46131
Phone: (317) 822-9858
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CountertopConnectionsInc@gmail.com www.countertopconnectionsinc.com

10-YEAR LIMITED WARRANTY FOR RESIDENTAL SOLID SURFACE PRODUCTS

Countertop Connections, Inc. hereby warranties the workmanship and labor for installed solid surface products provided in accordance with the approved contract documents, drawings, and specifications for a period of **(10) years from the date of delivery and/or installation**.

When properly used and maintained, solid surface countertops can provide many years of dependability. The limited warranty applies to defects related to fabrication and installation workmanship performed by Countertop Connections, Inc. This warranty is non-transferable and extends only to the original purchaser.

This warranty generally covers:

- Adhesive failures leading to seam separation or edging detachment
- Installation related issues that may cause countertop movement or instability
- Improperly secured backsplashes coming loose from countertops or the wall
- Defects in sink attachment
- Replacement of defective materials that are covered under manufacturer warranties

This warranty does not cover:

- Damage or defects related to improper care, misuse, abuse, neglect, accidents, customer installed sinks or appliances, harsh or abrasive cleaning products, chemicals, or acidic substances
- Chips, scratches, or cracks caused by impact, stress, pressure, structural movement, improper support, or thermal shock
- Structural movement of cabinets, walls, floors or buildings
- Alterations, repairs or relocation of countertops by others
- Substrate damage due to water, excessive moisture, plumbing leaks, climate or humidity issues
- Heat exposure from hot pans, crock pots, air fryers, coffee makers, or other heat sources
- Color changes due to aging, sun exposure, or other environmental factors
- Caulking services : (1) year warranty included for caulking provided during installation

Countertop Connections, Inc. is not liable for any other expenses incurred outside of the approved contract, drawings, and specifications including, but not limited to: demo work, plumbing, electrical, tile, drywall, paint, and appliance handling and/or installation. Other trade work may be required for warranty claims, and those trades will fall outside the scope of warranty coverage by Countertop Connections, Inc. if they were outside of the original scope of work in the approved contract.

Products must be inspected at the time of delivery, or within **(1) week of delivery and/or installation**, for any claims that damages or defects were present at the time of delivery and/or installation. Countertop Connections, Inc. reserves the right to repair or replace defective materials in a reasonable and timely manner. Estimated delivery dates are not guaranteed, and this warranty does not cover any additional expenses incurred including, but not limited to loss of profits and revenue, due to a delay in material availability.

No employee, dealer, agent, installer or representative of Countertop Connections, Inc. is authorized to alter or amend any aspect of this warranty.

All claims of errors, defects, or damage must be communicated by the original purchaser and sent in writing to one of the following:

EMAIL: CountertopConnectionsInc@gmail.com

MAILING ADDRESS : Countertop Connections, Inc
3042 Hudson St, Franklin, IN 46131

Recommended care guidelines to help maximize the life of your countertops:

- Use cutting boards instead of cutting directly on the surface
- Always use hot pads and trivets under any heated items
- Avoid using excessive force or weight on the countertop
- Clean surfaces with mild soap and non-abrasive cleaners
- Follow the manufacturer’s guidelines for care and maintenance