

WARRANTY

*10 year
warranty*

Manufacturer's Warranty

Thermovision Products Inc. guarantees the quality of all thermofoil and decorative polymer products (the Products) against delamination. See restrictions below.

*5 year
warranty*

Manufacturer's Warranty

Thermovision products Inc. guarantees the quality of all its polymer and polyester (the Product) against premature yellowing as well as both apparent and hidden defects that make them unsuitable for their intended use or which result in premature deterioration, only when they are distributed or sold by authorized distributors and retailers (the Sellers).

Warranty Period

The present warranty is valid for a period of five years from the date of shipment of the Products. Repair and replacement of the Products by Thermovision do not have the effect of extending this guarantee nor of instituting a new warranty period.

Restrictions

This warranty does not apply to:

- outdoor installations;
- products that have been abused, misused, poorly maintained, installed improperly, burned, stained, soiled, misshapen or otherwise damaged through negligence, accident or voluntarily;
- products that have been handled, modified, repaired or otherwise altered in any way by any person other than Thermovision or one of its authorized representatives.
- the deterioration of a component or external aging (surface) of the Product as a result of age or ordinary wear and tear;
- either the loss of use of the Products during the time required to apply this warranty or to any other damages and inconveniences, both indirect and incidental, resulting from the use of the Products;
- the cost of installing and transporting the Products related to the application of the present warranty;
- the guarantee applies to warping of doors less than 32" high (maximum interior tolerance of 1/8" and exterior tolerance of 1/16"). Our warranty does not cover labor fees.

Services

To benefit from the services of this warranty, simply return the Products and their proof of purchase before the expiration date to the Seller from whom they were purchased. Thermovision will then choose, at its discretion, to replace, repair, or credit any Products at a fee established on the basis of 1/5 of the suggested purchase price multiplied by the number of years elapsed since the original date of shipment. If the identical materials or Products are not available when the request for warranty service is made, Thermovision reserves the right to substitute them with materials and models of comparable quality, without being obliged to replace all of the Products if only one or some of them are defective.

Exclusion

This constitutes the only warranty given by Thermovision on its Product and neither Sellers nor their agents are authorized to modify or broaden the present warranty in the name of Thermovision.

Silestone® Limited 25-Year
Transferable Residential Warranty

**25 year
warranty**

Silestone® Limited 25-Year Tranferable Residential Warranty

COSENTINO, S.A.U. (COSENTINO) guarantees the registered owner of the installed SILESTONE® by Cosentino® product against any manufacturing defects for a period of TWENTY-FIVE (25) YEARS from date of purchase. Please keep your proof of purchase.

This warranty is limited to the purchaser of Silestone® surfaces and is transferable.

This Letter of Warranty shall have full validity only when the consumer has registered within 6 months of purchase of the product, as indicated in the corresponding section, and when the consumer submits the original invoice or sales receipt (indicating the purchase date and name of the dealer of the product). The consumer shall send the defective product to COSENTINO. In order to be effective, this warranty must be registered online on the website

www.cosentino.com.

COSENTINO reserves the right not to offer the free warranty service if the requirements set forth in the preceding paragraph are not met.

What the warranty covers

The warranty obligates COSENTINO to replace or repair any defective product for a period of TWENTY-FIVE (25) YEARS under the terms and conditions contained herein, with the same characteristics (color, thickness, etc.) as those of the product purchased by the customer. This warranty covers SILESTONE® by Cosentino® quartz surfaces, designed for two-dimensional applications such as countertops, cladding, walls and floors permanently installed in the interior of a dwelling (or property intended for use other than as a residence) of the consumer or the end user of the product. It is important that the choice of color and finish is finalized prior to closing the purchase since any subsequent modification of any of these choices will not be covered by this warranty. This Letter of Warranty is in all cases conditional upon the strict observance by the consumer of the instructions for use and the maintenance of the SILESTONE® by Cosentino® product as detailed

in the existing user manuals for the various applications of the product.

(www.cosentino.com).

What the warranty does not cover

This warranty does not cover faulty or improper fabrication and/or installation.

Any damage directly or indirectly caused by any action, work or any other intervention carried out by third parties not related to COSENTINO, such as: problems caused by an incorrect finish / preparation of the product by inappropriate installation methods or by any other modification or manipulation of the original SILESTONE® by Cosentino® product, such as variations in color, thermal impact, impact damages, misuse or an inappropriate chemical treatment, performed by third parties not related to COSENTINO.

Damage resulting from the improper use, including, but not limited to: (i) use of the product for purposes other than for which it was intended; (ii) use of the product in a way that does not comply with the applicable technical or safety standards; (iii) failure to follow the user and maintenance manual; and (iv) exposure of the product on the exterior of buildings.

COSENTINO is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism, accidents, natural disasters, damage caused by the interaction of other products or any other cause beyond the control of COSENTINO.

Variations in color, tone, shade, particle structure or gloss level variances in the material derived from natural changes over time occurring in the different components of the product.

Cracks in the surface after its installation. Cracks in the final product are not considered an indication of defective material. The main causes of cracking are movement, the direct application of heat on the surface, the placement

of excessive weight on the surface or the result of scraping, bumping or impacts to the material after its installation.

The definition of the manufacturing defects covered by this Letter of Warranty does not include the durability of services ancillary to the actual functionality of the product during its period of validity.

Chipping. Chipping is not due to defective material but is the result of scraping and bumping objects against the edges of the surface.

The warranty does not cover consequential or incidental damage, loss or expense other than the product itself, including, but not limited to, damage to other products or installations, or additional or supplementary repairs on plumbing, electrical or masonry work that may be necessary to repair or replace the SILESTONE® by Cosentino® product covered by this warranty, which shall be the sole responsibility of the consumer.

Likewise, this warranty specifically excludes damage which could result from a defect that is covered, including those that occur during the period the claim is being processed, as well as throughout the period the product is being replaced. This exclusion extends, but not limited to, any harm, including loss of profit, affecting commercial, industrial, professional or merely living activities, which the consumer, purchaser of the product or any third party may suffer.

Any problems or damage resulting from exposure of the product to intensive and continuous use for long periods of time or use in common areas: including, among others, discoloration, loss and decline in performance and aesthetic characteristics, and warping of flooring.

Problems, damage or inconvenience arising from the generation of static electricity or the use of products designed to eliminate or reduce its effects.

Damage arising from deficiencies or omissions in the technical projects on which the buildings are executed, in which SILESTONE® by Cosentino® products are used.

Differences between samples or photographs of any SILESTONE® by Cosentino® product and the true product purchased are also excluded. Also excluded are the spots or stains produced by components of the material and polish defects, since COSENTINO does not under any circumstances sell products having such defects.

This warranty does not apply to repairs to and / or handling of the product without proper verification by COSENTINO.

This warranty does not cover products that have not been paid for in full.

This warranty does not cover commercial use of SILESTONE® products. Commercial uses include but are not limited to use in commercial buildings such as retail stores, restaurants, offices, hotels or apartment complexes.

How to use this warranty

To register as the holder of this warranty, the warranty must be activated through www.silestone.com. This website requires certain information to complete registration, including information regarding the point of sale and / or fabricator, as well as of the customer. We therefore recommend that customers register directly at the point of sale or with the fabricator. At the end of the registration, the customer may have this warranty printed for his/ her use.

How to make a claim

If you believe that there is a defect in your SILESTONE® by Cosentino® product and wish to make a claim under this warranty, you must do so by fax, email and / or letter, or by telephone by contacting COSENTINO Customer Service and stating your warranty number.

COSENTINO HQ

Ctra. Baza a Huércal-Overa, km 59
04850 Cantoria
Almería - España
+34 950 444 175

To obtain service under this warranty, you must permit COSENTINO or its authorized agents, fabricators or installers to inspect your Silestone® product at your residence. Also, you must reasonably cooperate with COSENTINO and its agents in their efforts to service this limited warranty.

Except as provided in this limited warranty, COSENTINO shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or in ability to use the product in residential applications covered by this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply to you.

COSENTINO makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein. Some states in the United States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from country to country, in the US from state to state or, in Canada, from Province to Province.

What Cosentino will do If the product has a defect

If a SILESTONE® by Cosentino® product is found with a defect, within the terms and conditions of this warranty, COSENTINO will, after due verification, proceed to replace or repair the material necessary to produce the SILESTONE® by Cosentino® product. COSENTINO are authorized to grant warranties on SILESTONE® by Cosentino® quartz surfaces.

This warranty covers the replacement of the defective product with one of identical characteristics (color, 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.

Specific warranty information concerning finished products Silestone®




SILESTONE® by Cosentino® finished products in the form of three-dimensional surfaces, such as kitchen sinks, toilets and shower trays are under warranty against manufacturing defects of the product for a period of FIVE (5) YEARS, all under the terms, conditions and limitations described for all other SILESTONE® by Cosentino® products.

The 25-year period established in this Letter of Warranty is only applicable to those products that are sold and registered after January 1, 2015. COSENTINO reserves the right to refuse this warranty service if any of the requirements set forth above are not met, or if the information provided by the customer is false, incomplete or illegible.

Cosentino S.A.U.

Ctra. Baza a Huércal-Overa, km 59
04850 Cantoria
Almería - España
+34 950 444 175

info@cosentino.com
www.cosentino.com
www.silestone.com

-  SilestonebyCosentino
-  SilestonebyCosentino
-  Silestone



CALGARY

10301 19th Street N.E. Unit 101
Calgary, AB T3J 0R1
Phone: 587.538.8301

QUEBEC

240 Chemin des Ursulines
Stanstead, QC J0B 3E0
Phone: 819.876.2123

OTTAWA

903 Ages Dr.
Ottawa, ON K1G 6L3
Phone: 343.804.0551

MONTREAL – CITY CENTER

240 rue Saint-Jacques Ouest, Suite 110
Montreal, QC H2Y 1L9
Phone: 514.335.8669

TORONTO – CITY CENTER

665 Caledonia Road
Toronto, ON M6E 4V8
Phone: 416.247.9090

TORONTO NORTH

8905 Highway 50, Units 3-4
Vaughan, ON L4H5A1, Ontario
Phone: 647.350.6009

TORONTO SOUTH

3455 N Service Rd
Burlington, ON L7N 3G2

VANCOUVER

8603 Glenlyon Parkway
Burnaby, BC V5J 0H6
Phone: 778.508.9867

WINNIPEG

3020 Red Fife Rd
Winnipeg, MB R0H 1E0
Phone: 204.515.7060

- * To check terms and conditions please go to www.silestone.com
- ** To obtain more information about colours with NSF certificate please visit the official website: www.nsf.org
- *** The Neutral Carbon certification is only applicable to the Sunlit Days series.



TECO – LIMITED CONSUMER WARRANTY POLICY

CAMROX CANADA INC warrants TECO products to be free from manufacturing defects in materials and workmanship. Products and components found to be defective will be repaired or, at CAMROX CANADA INC's sole option, exchanged (for a similar model) free of charge, during the warranty period (term as listed). Labor and transportation charges are excluded. This warranty commences from the date of purchase from an authorized Canadian distributor/dealer and is limited to the original consumer/end-user and applies to products installed in residential applications only. This warranty is not transferable. Additional limitations apply for commercial and institutional use.

- Stainless Steel Sinks: Limited lifetime warranty.
 - Strainers, clips and other accessories: for one year.
- Vitreous China Sinks and Lavatories: Fifteen Years warranty.
 - Component parts: for one year.
- Faucets: Ceramic cartridge for limited lifetime warranty.
 - Surface finish and component parts: for one year.
- Bathroom or Kitchen Accessories: for one year.
- Bathroom Vanity: for one year.

LIMITATIONS

This warranty shall not apply following incorrect installation, operating procedures, breakage, or damages caused by fault or accident, carelessness, abuse, misuse, misapplication, improper maintenance, alteration, or modification of the product, as well as chemical or natural corrosion, fire, or any act of God.

The owner/end-user of the product covered by the warranty is entirely responsible for its proper installation. TECO neither contracts, installs nor supervises the installation therefore and consequently cannot be held responsible for any default, breakage or damages caused thereby or resulting thereof, directly or indirectly. The owner/end-user must provide access to the components of the product, in order for TECO to provide for the warranty specified herein. If such an access is not available, all expenses to provide one be the responsibility of the owner.

This warranty does not apply to products or equipment not installed or operated in accordance with all applicable, regulations, building codes and legislation pertaining to such installations.

CAMROX CANADA INC is not liable for any costs, damages or claims resulting from defects that could have been discovered, repaired or avoided by due diligence prior to installation.

CAMROX CANADA INC is not liable for personal injuries or death to any person or for any direct, incidental or consequential damage, loss of time, loss of profits, inconvenience, labor or material charges. Plus any other costs resulting from the uses of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or component covered by this warranty.



COMMERCIAL AND INSTITUTIONAL LIMITATIONS

In addition to the above limitations, the warranty period for products installed in a commercial or institutional application is limited to one year from the initial date of purchase from an authorized Canadian distributor/dealer by the owner/end-user, contractor, or builder. This warranty gives the user specific legal rights, and the user may have other rights which vary from one province to another. TECO reserves the right to discontinue and/or change models, colors and specifications in design, together with replacement parts without notice and without incurring any obligations.

WARRANTY SERVICE

In order to obtain service provided under this warranty, contact the Canadian dealer or distributor where you purchased the unit, include a copy of the original bill of sale, and outline the specific nature of the manufacture defect. If unresolved please contact CAMROX CANADA INC directly.



Bristol Sinks Limited Lifetime Warranty

Bristol Sinks and Faucets hereby warrants that all product purchased for installation and operation in a personal residence shall be free from defects in materials and workmanship under normal use throughout its lifetime so long as the product:

1) Remains installed in its original location, and 2) The original consumer continues to own such residence, and 3) Installation has been completed by a licensed professional plumber or contractor.

Not Covered Under this Warranty:

This is a product warranty only. Bristol Sinks and Faucets warrants only replacement parts. This warranty does not extend to the following:

- Shipping or labour costs associated with the removal or reinstallation of product
- Damages of any nature and kind and howsoever caused during installation, repair or replacement of product
- Consequential, ancillary or incidental damages of any nature and kind and howsoever caused to contiguous surfaces and appliances during removal or reinstallation of the product, or arising through failure of the product.
- Personal injury, property damage or economic loss occasioned to any party
- Product scuffing or scratching from normal use or resulting from the application of abrasive or corrosive cleansers
- Product installed, or in use in commercial applications
- Damages resulting from misuse, accident, neglect or any use that violates the instruction materials provided by Bristol Sinks and Faucets
- Colander strainers and regular strainers are only warranted for one year from purchase.

Product installed in an application subsequent to the original installation Bristol Sinks and Faucets assumes no liability whatsoever with respect to compliance with Building Code or Plumbing Code requirements in any jurisdiction where product is, or has been purchased for installation, and all such compliance matters shall be the responsibility of the consumer, or consumer's installer. This warranty gives you specific legal rights. So far as permitted by law, it represents the only warranty provided by Bristol, and where permitted by law, supersedes and replaces any warranties under applicable legislation, including any statutory warranties of merchantable quality or fitness for a particular purpose.

Bristol Sinks and Faucets hereby warrants to the original consumer that this product shall be free from defects in materials and workmanship throughout its lifetime provided that the following conditions have been met:

- The product has been installed by professional installers who are sufficiently trained to competently complete such installations;
- Installation has been in accordance with Bristol's Installation Guide within a home or other residential setting and damage has not been incurred through misinstallation or modification of the product , or through the negligence or willful actions of the installer;



- Failure of, or damage to the product is not occasioned or contributed to by misuse, abuse, modification, failure to maintain or clean the product, (or the use of corrosive or other cleaning agents or chemicals which mar the finish) or by denting of the product through impact while in service;
- Damage to the product is not caused by improper shipping, packaging, or handling, use of replacement parts not provided or approved by Bristol, or arising from environmental causes beyond the control of Bristol.

If, when presented with proof satisfactory to Bristol that both the product is defective, and that the claimant is the original consumer, Bristol will provide new product of the same, or of equivalent design and value, as determined by Bristol. Bristol Sinks and Faucets reserves the right to inspect all product for defects prior to meeting its warranty commitment herein.

This lifetime limited warranty shall not extend to commercial installations, or uses, or to residential installations where the product has been subjected to uses beyond those normally undertaken within a home environment. Normal wear and tear, (including scuffs and scratches while in service) shall not be included within this warranty.

This is a product warranty only. Bristol Sinks and Faucets shall not be responsible for consequential or incidental damage occasioned to counters, tile, marble or other contiguous surfaces through removal of defective product or during reinstallation of replacement product, or for labour or other incidental costs and outlays associated with any of the removal, or reinstallation of product, or its return to Bristol. Further, Bristol shall not in any manner be liable, or responsible for postage or shipping costs associated with product returns.

Bristol Sinks and Faucets assumes no liability what-so-ever with respect to compliance with Building Code or Plumbing Code requirements in any jurisdiction where product is, or is intended to be installed and all such compliance matters shall be the responsibility of the consumer, or consumer's installer.

This warranty represents the complete liability of Bristol Sinks and Faucets to the original consumer and shall not extend to protect the interests of any party in addition to, or subsequent to the original consumer herein. Further, it shall apply only with respect to the original installation immediately after purchase from Bristol., and not to any subsequent installation.

This warranty gives the original consumer specific legal rights. So far as permitted by law, it represents the only warranty provided by Bristol, and where permitted by law, supersedes and replaces any warranties under applicable legislation, including any statutory warranties of merchantable quality or fitness for a particular purpose.