

TERACANTO Porcelain Surface Commercial Limited Warranty

TERACANTO Commercial 10-Year Limited Warranty

LX Hausys offers a 10-year Limited Warranty on TERACANTO Porcelain Surface, warranting that the material will be free of manufacturing defects. This warranty covers product defects for a period of ten years after the date of installation. If it is determined by LX Hausys or its authorized warranty service agent that a defect in the material exists within the ten year period, LX Hausys will, at its sole option, repair or replace the defective TERACANTO materials in accordance with the following warranty provisions and exclusions.

This warranty applies to TERACANTO products installed after 01/01/2024.

Warranty is applicable to all products and/or service sold in North America by LX Hausys America and LX Hausys Canada.

Terms and Conditions

The 10-year limited warranty applies to TERACANTO Surface materials only.

The 10-year limited warranty applies to TERACANTO Porcelain Surface materials that have been fabricated and installed in accordance with the Technical Manual and Fabrication Guide Book for transportation, storage, handling, fabrication, and installation. Improper fabrication or installation is the responsibility of the fabricator/installer.

This warranty applies to TERACANTO Porcelain Surface materials that have been properly maintained in accordance with the Care & Maintenance Guidelines available at: <http://www.lxhausys.com>.

This Commercial Warranty applies to TERACANTO sold for installation in buildings for commercial and public use. For instance, public lodging amenities comprising hotels, holiday apartments, guesthouses, hostels, and residences. In addition to installation in shops, administrative buildings, car parks, educational, health and other premises intended for public use and other kinds of commercial premises.

This warranty applies to TERACANTO Porcelain Surface materials that have been permanently installed in an interior or exterior application that have not been moved from the original location.

Exclusions

This warranty shall not apply to:

Products and/or materials that have not been paid in full.

Issues or occurrences that are inherent characteristics of TERACANTO Porcelain Surface, regardless of whether viewed as a defect by the purchaser.

Damage caused by faulty or improper fabrication and installation, including but not limited to, seams, seam performance, and caulking.

Damage caused by any instability or improper support occurring in the property in which the product has been installed, including but not limited to, shifting, settling, or movement of the substrate.

Damage caused to any materials that have been moved, removed or relocated from the original place of installation.

Damage caused by any form of abuse, exposure to excessive heat, accidents, or misuse, including but not limited to, scratches, chips, or cracks.

Damage from incorrect use or accidents, following exposure of the product to abnormal physical conditions (for example forceful impact), aggressive chemical agents, substances particularly liable to stain (for example ink and marker pens), corrosion, structural movements or natural disasters. Remember that hydrofluoric acid causes immediate, irreversible damage.

Products installed with known or visible manufacturing defects at time of installation.

Products purchased whose surface finish applied in the factory has been altered in any way.

Defects already visible at the time of engineering or installation of the products made using TERACANTO slabs.

Costs for transport, processing, assembling and/or dismantling for the repair or re-installation of the product purchased.

Other repairs and modifications, including but not limited to, plumbing, electrical, tile, and cabinets that may need to be performed to properly repair or replace the TERACANTO Surface materials.

For unique projects, such as flooring applications used for flooring in combination with anti-slip protection, a tailored made project warranty letter will be provided, and its validity hinges upon mutual acceptance, becoming effective upon the undersigning by both parties.

LX Hausys is not responsible for damage or injury caused in whole or part by act of God, job site conditions, architectural or engineering design, structural movement, acts of vandalism, or accidents.

This Warranty is extended to the original purchaser and may be transferred or assigned. A purchase receipt or other proof of date of original purchase will be required before warranty service is rendered. If transferred, a new warranty registration must be submitted with proof of the original purchase. The new warranty registration will be valid for the remaining time since the original purchase.

No other express or implied warranties of merchantability or fitness for a particular purpose are made by this warranty except for those expressly provided herein. Under no circumstances shall LX Hausys be liable for any loss or damage arising from the purchase, use or inability to use this product, or for any special, indirect, incidental or consequential damages. In no case will LX Hausys be liable for labor to remove, fabricate and/or reinstall TERACANTO, or other similar activities necessary to complete the replacement or removal of the defective material.

This Limited Warranty entitles the purchaser to specific legal rights. Other rights may also be available, which may vary from state to state. Some states do not permit the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

To obtain service under this limited 10-year warranty, please contact the source from which you purchased your TERACANTO product.

Please provide the following items:

- Proof of purchase listing the product(s) and installation date
- Homeowner's name, address, e-mail and phone number
- A description of the issue or concern
- Pictures of the issue including overview and close-up shots
- Name and contact information of the fabrication/installation company

You must permit your Certified Installer or LX Hausys authorized agent to inspect your TERACANTO product, and you must reasonably cooperate with your installer and LX Hausys agent in the efforts to provide service in conjunction with this limited 10-year warranty. If the problem is not handled to your satisfaction, please contact our representatives directly by email:

LX Hausys America, Inc.
3480 Preston Pridge Road, Suite 350
Atlanta, GA 30005
warranty@lxhausys.com
www.lxhausys.com

Please include "TERACANTO, residential 10-year limited warranty" in all correspondences.