

Countertops Installation: Residential One-Year Limited Warranty

Countertops purchased, fabricated, and installed by Demetra Cabinetry, Inc. after June 1, 2009 is guaranteed from manufacturing defects and workmanship flaws for a period of **ONE YEAR** from date of installation.

This warranty protects you against:

- Split or damaged seams
- Substantial changes to level / grade
- Loose countertops or backsplashes
- Edge delamination
- Cracks during installation

Please retain copies of all documents related to the purchase and installation of your countertop. This warranty extends only to you, the Original Purchaser of the countertop, and is only valid for countertops installed by Demetra Cabinetry. This certificate is non-transferable.

If during or after installation, you decide against the material you originally selected and approved of, replacement is not covered by this warranty.

It is the owner's responsibility to register their countertop purchase within 30 days from the date of purchase by completing the Demetra Cabinetry Warranty Card provided at the completion of the installation. To obtain service under this limited warranty, you must contact Demetra Cabinetry at 408-436-8684.

To qualify for repair or replacement under this warranty, you must provide the original Demetra Cabinetry sales receipt clearly showing the date of purchase as well as documentation that work was performed by Demetra Cabinetry. You must permit a Demetra Cabinetry authorized agent to inspect the installation of the product. You will reasonably cooperate with Demetra Cabinetry in its efforts to perform its obligations under this warranty. All decisions about defects in the material, fabrication, or installation shall be made by Demetra Cabinetry and communicated to you in a timely manner. Whether Demetra Cabinetry performs repair or replacement of your countertop, we will seek to obtain the best possible result.

To qualify for coverage under this warranty, you must maintain the countertop in accordance with the Demetra Care Guide provided free of charge at the time of installation or upon request. It is highly recommended that you apply quality sealer to the original installation before use and every 12 months thereafter.

Should evidence warrant repair or replacement, Demetra Cabinetry will, at no additional charge, repair or replace those materials which are determined to be defective. Repairs are guaranteed to begin within 30 days of verification. Demetra Cabinetry will provide you with the same stone unless it is no longer available. However, due to the natural composition of stone, we cannot guarantee that the new replacement stone will match your original stone.

This warranty does not cover:

- Labor to remove or reinstall plumbing
- Labor to remove or reinstall electrical components
- Repair or replacement of sinks, fixtures, or appliances

- Defects or workmanship flaws pertaining to purchased outside of Demetra Cabinetry
- Food or liquid stains, damage caused by chemicals, normal wear and tear, vandalism, physical use or abuse, nor improper care and maintenance
- Natural characteristics of stone, such as color variations, fissures, surface pits and blemishes, veining, etc.
- Seam failure due to settling or structural issues unrelated to the countertop installation
- Commercial use

This warranty does not cover use of products for "commercial" purposes, uses of products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Commercial use" includes, but is not limited to, use in a store, office or other place of business. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, and damage from ordinary wear and tear or improper care and maintenance. Improper care of countertops may result in staining, scratches or chips. In addition, this warranty will not cover damage from vandalism, use of improper cleaning solutions or damage from the dropping of heavy objects on the countertop.

Demetra Cabinetry 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 or settling, acts of vandalism, or accidents. Demetra Cabinetry' obligation under this warranty is limited solely to the repair or replacement of the countertop including necessary labor charges needed to repair or replace the countertops covered by this warranty. Demetra Cabinetry will repair any area of the installation that is determined by Demetra Cabinetry to be defective. You will be responsible for any other costs associated with or arising out of the repair or replacement. Should Demetra Cabinetry elect to replace your countertop installation, your warranty will continue from the original date of purchase and not from the date of repair or replacement.

Except as provided in this limited warranty, Demetra Cabinetry shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. Demetra Cabinetry makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein.

This warranty shall be null and void unless the countertops have been paid for in full within 7 days of installation.

To obtain service under this limited warranty, contact:

Demetra Cabinetry
917 Commercial Street
San Jose, CA 95112
Phone: (408) 436-8684
Email: info@demetracabinetry.com