

NORTHERN LIGHTS

— *Porcelain* —

Northern Lights Porcelain – Limited Warranty

Northern Lights Porcelain (NLP) warrants to its immediate and direct customer that NLP 12mm 63"x126" porcelain slabs shall be free from material manufacturing defects for a period of ten (10) years from the date of purchase as evidenced by the original invoice.

Warranty Restrictions

This non-transferrable warranty only applies where the product is fabricated and installed by a qualified and experienced fabricator and installer.

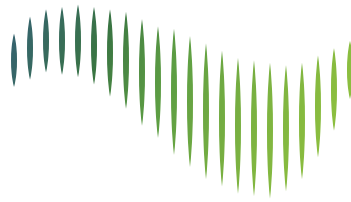
Damage or defect caused by any alteration, installation or fabrication to the product are not covered by this Warranty. The product must be installed following the appropriate fabrication and installation instructions provided to the fabricators / customers using approved accessories.

This warranty covers material cost only. Any costs associated with replacing the installation including but not limited to fabrication, installation, demo, electrical, and plumbing are not covered under this warranty.

This Warranty will not be valid if the countertop was not paid in full. In no event will NLP's liability on any claim by anyone exceed the purchase price of the slabs.

This warranty does not cover:

- a - Any defect or damage as a result of the product not being cleaned in accordance with the NLP Cleaning and Maintenance Guidelines.
- b - "Wear and tear" and scratches. Proper care, such as using cutting boards, must be exercised as part of your care and maintenance.



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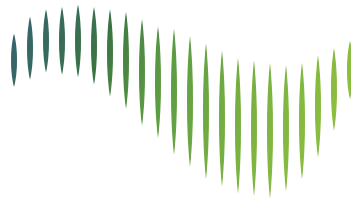
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- c - Appearance or performance of unions, seams, adhesives, or any other accessory materials.
- d - Slight differences in color, shade, and/or surface appearance. Photographic color images, sample materials or display products may not be an exact match. Product samples are representative only and may not be an exact match to supplied materials due to variations in batch manufacturing or naturally occurring stone.
- e - Damage or injury caused by any act of God, natural disaster, vandalism, war, accidents, or site conditions.

NLP will not be liable for, and this Warranty does not apply in the event of any failure, defect, or damage (including but not limited to crumbling, chipping, cracking, breakup or change of color) resulting from or connected with misuse, abuse, neglect, or improper handling or storage. Products exposed to abnormal use or conditions will not be covered under this Warranty. Below are some, but not a complete list, of issues the warranty does not cover:

- 1 - Exposure to harsh chemicals or solvents.
- 2 - Exposure to excessive heat or thermal shock.
- 3 - Excessive weight to poorly supported section of the surface.
- 4 - Improper substrate preparation and flatness requirements.
- 5 - Seam performance and/or appearance, adhesives, caulk, or other accessory items, movement of substrate.
- 6 - Mishandling or chemical, thermal, and / or physical abuse including impact with heavy object.
- 7 - Damage due to the accessories installed.

Please follow our instructions provided on our website at www.nlporcelain.ca regarding fabrication and maintenance of our products.



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To Make A Claim

- 1 - The original purchaser must notify Premium Surfaces or an authorized representative in writing within 30 days of the discovery of any defect. Proof of compliance with the installation and maintenance instructions recommended by NLP must be provided along with your claim.
- 2 - After notification, NLP or an authorized representative will inspect and/or test the product for defect. No claim will be honored without product inspection by NLP or an authorized representative.
- 3 - In the event the Purchaser fails to timely notify NLP or fails to allow NLP the right of inspection, discussion or decision making in advance of repair, remediation or settlement of any defect, this warranty will be rendered void in its entirety. In the event Purchaser and/or End User refuse to supply NLP with reasonably requested documentation, this warranty will be rendered void in its entirety.
- 4 - Upon determination that the product defect claim is valid, NLP will notify the purchaser in writing. NLP reserves the right to repair or replace the originally purchased product, at its sole discretion.