

WORKSURFACES MADE FROM FENIX NTM® MANUFACTURER GUARANTEE

The manufacturer provides a lifetime guarantee period from date of purchase subject to the handling, treatment, installation and care and maintenance of the worksurface being in accordance with the installation instructions supplied and the following guarantee conditions.

It is important to note that the worksurface must be stored, stacked and handled correctly as detailed on the product packaging as variations in temperature and humidity can affect the stability of the worksurface (expansion/contraction, bowing, etc).

This lifetime guarantee covers the following:

- During the guarantee period (the period meaning from receipt of the goods until the goods are removed from their original installation), the worksurfaces are covered against any confirmed manufacturing and material defects.
- Joint adhesion and joint sealant suitability where the manufacturers “ PROSEAL” joint adhesive/sealant has been correctly used. We cannot guarantee joint adhesion or sealant suitability where the manufacturers joint adhesive / sealant **has not** been used.
- The surface laminate is guaranteed in relation to the requirements of European Standard EN-438.
- If the product is found to have a manufacturing or material fault the guarantee covers, at the discretion of the manufacturer, either the repair, or a like for like exchange product for an item of the same, size and thickness or a refund limited to the product value.
- **Your worksurfaces must be inspected immediately upon removal of the packaging. Any defect or issue, including appearance related claims, must be raised before cutting or installation of the product commences.**
- Any claims should be officially presented to your supplier in writing, with accompanying digital photos where possible, within the guarantee period and within 14 days of the claimed defect becoming apparent together with a valid proof of purchase.

The Lifetime guarantee **does not** cover:

- Movement effects resulting from natural expansion or contraction during storage, installation, or the ongoing lifespan of the product in situ.
- Damage effects caused by, or during, transportation, incorrect handling, storage, abusive treatment, installation.
- Any issue relating to incorrect installation procedures used (incorrect meaning not as per the stated installation instructions provided), cutting or jointing of the worksurfaces.
- Any joint failures relating to a non recommended joint adhesive / sealant having been used.
- Any delamination issues resulting from unsealed, or incorrectly sealed, cut edges.
- Burn marks from hot pans or cooking utensils, or any excessive heat related item / situation.

- Stains resulting from aggressive chemicals, hot fats or liquids, abrasive cleaners, food stuffs, etc.
- Damage, delamination, or movement issues where a heat reflective sealing strip has not been installed to the underside of the worksurface above a dishwasher, tumble dryer, or washing machine.
- The effects of, or surface damage, caused by poor care and maintenance, misuse and or abuse.
- Non-removable / deep scratches or damage caused by sharp knives or utensils of any kind.
- Scratches that have occurred on the ABS material edging and which are not removable as the ABS edging material is not thermal healing.
- Any other issue or affect that is beyond the control of and outside the responsibility of the manufacturer and distributor.

The guarantee is also subject to the following conditions:

- The guarantee is limited to the repair, replacement of the affected goods, or refund to the value of the goods supplied only. Consequential costs are not covered by this guarantee.
- The worksurfaces must be handled, stored and installed in accordance with the installation instructions and fitting procedures.
- The guarantee does not apply to improper or insufficient protection or care and maintenance.
- The guarantee does not apply to damage, accidents, abuse or misuse.
- The guarantee is applicable to the first consumer / owner of the product only and is not transferable.
- The guarantee is not applicable if the worksurfaces have been un-installed, removed, or re used following the original installation of them.
- The guarantee is subject to English Law and exclusive jurisdiction of English Courts.
- The guarantee shall not affect the Purchaser's statutory rights.

How to make a claim under this guarantee:

Initially you should have attempted to have your complaint assessed by your installer if you feel the issue experienced may be linked to the installation of your product. If you believe there is an inherent manufacturing defect with the product then present your complaint / claim to your supplier of the goods in writing within 14 days of the effect /issue occurring.

Your documentation must include a valid proof of purchase as this will be required by the manufacturer before an assessment of the claim can be made.
