



W: www.symphonysolidsurface.com.au

E: info@symphonysolidsurface.com.au

P: (02) 49821088 F: (02) 49821677

Symphony Solid Surface 10 year Residential Limited Warranty

General Warranty Guidelines

The following warranty applies to you the owner of an installed Symphony Solid Surface (here forth referred to as SSS) product. SSS, at its option, will repair or replace your Symphony product if it fails due to any manufacturing defect (as determined by an authorised SSS warranty agent) during the first 10 years after initial installation, except for damage caused by physical, chemical or other abuse, damage from excessive heat, use in certain applications or acts of nature. Issues arising from poorly or incorrectly installed product are not covered by this warranty and should be referred back to your original installer. As a consequence of this SSS will not warrant this product unless a licensed tradesperson is used for the installation of your Symphony Solid Surface product.

“Physical, chemical or other abuse” includes any use of the installation that is unreasonable considering the normal and expected uses of such installations in residences, and includes, but is not limited to, damage from vandalism, use of improper cleaning solutions, leaving substances, such as bleach or drain cleaner on the product without prompt cleaning, the dropping of heavy objects onto the countertop, or product which has not been maintained in accordance with the Symphony Solid Surface Care and Maintenance Guide.

“Excessive heat” means exposure to heat of such a degree that white marks or cracks appear on the product. Cracking around a cooktop may occur if cookware that is on or partially on a heating element to overhang the countertop causing excessive heat on the countertop or from extended exposure to excessive temperatures. Common sense should be exercised by using a rubber footed or cork trivet when putting a hot object directly from a heat source onto the product or when exposing the product to heat.

“Acts of nature” include, but are not limited to, exposure to the outdoors, weather effects, fire and flooding.

This warranty does not cover silicone seams and joints. Furthermore, this warranty does not cover damage to Symphony Solid Surface caused by or arising out of improperly installed, used or maintained appliances (including garbage disposals) that are built into or stored on Symphony Solid Surface.

Subject to the conditions below, this warranty is transferable to the next purchaser of your home providing the new owner writes to SSS to register the installation under the new owner’s name. If after, or during installation, you decide you do not like the colour you have selected, replacement is not covered by this warranty.

This warranty is for countertops, vertical applications, backsplashes and vanities and does not include the use of Symphony Solid surface in applications such as, but not limited to, saunas, shower bases, steam rooms or outdoor uses in, including by way of example only, campervans, BBQ and grill tops, outside counters and boats.

“The Affordable Stone Alternative”

Seamless Joins ◊ Totally Hygienic ◊ Stain Resistant ◊ Repairable



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Repair or Replace

SSS will repair any area of the installation that has a manufacturing defect. If a repair is not possible, SSS will replace the defective area of the installation. SSS will pay for the cost of the product and labour involved in the removal and replacement of the original product, as deemed necessary by the SSS authorised warranty agent. You will be responsible for any other costs associated with the repair and replacement. Whether SSS performs a repair or replacement we will always endeavour to obtain the best possible result, however exact colour matching cannot be guaranteed. Should we elect to replace your Symphony Solid Surface product, your warranty will continue from the original installation date and not from the date of repair or replacement.

Specific Rights

SSS's obligation to you is limited solely to repair and replacement of the Symphony Solid Surface product purchased, including necessary reasonable labour charges as noted above. No limited or expressed warranty or merchantability or fitness for a particular purpose if granted by this warranty except as specifically stated herein. Except as provided herein, SSS shall not be liable in either tort or contract for any loss or direct, consequential or incidental damages arising out of the use or inability to use Symphony Solid Surface. You shall reasonably cooperate with SSS or its representatives in their efforts to perform their obligations under these warranties.

To qualify for repair or replacement, the owner must provide the original sales receipt or other documentation (such as a completed Symphony Solid Surface warranty card with unique registration number) acceptable to SSS which demonstrates proof of purchase and date of purchase.

The foregoing is the only warranty made by SSS for Symphony Solid Surface. No representative, dealer or any other person is authorised to make or makes any warranty, representation or promise on behalf of SSS with respect to this product. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon SSS unless made in writing and signed by an authorised employee of SSS.

For directions on how to make a warranty claim please refer to your Symphony Solid Surface warranty card or our website www.symphonysolidsurface.com.au

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