

FUTRUS® WARRANTY

Futrus warrants to the original end user (OEU) that its products will be free from defects in workmanship or materials for the applicable warranty period. This warranty applies to the OEU and ends upon the sale or transfer of ownership to a third party. Unless otherwise specified in writing, Futrus products include a 1-year limited warranty from the date of substantial completion by a Futrus authorized installer. Some products may have a different warranty period, as noted in sales documentation. Material warranties, such as the Corian® 10-year limited warranty, may also apply—see material documentation for details..

Coverage:

- This warranty covers defects in workmanship or materials for the original end user.
- Futrus will repair or replace the product, part, or component at Futrus' expense if warranty work is required.
- Component parts or products not originally produced by Futrus are limited to the warranty of the component manufacturer.

Claim Process:

- Upon written notice to Futrus by the occupant, owner, architect, contractor, or the Futrus authorized representative, an inspection will be made to determine the cause and/or extent of the defects.
- If warranty work is required, Futrus will repair, replace, or refund the product, part, or component at their expense.
- Any product, part, or component must have been installed and used according to Futrus' published instructions. Any misuse, abuse, or modification to the original product voids the warranty.

Exclusions:

- Variations in colors resulting from materials used from different lots.
- Natural wear and tear under normal usage.
- Exposure to extreme environmental conditions or improper shipping or storage.
- Alterations, abuse, or accidental damage.
- Failure to install or maintain the product in accordance with Futrus' published instructions.
- Damage caused by transport, mishandling, misuse, excessive heat, weather conditions, physical or chemical abuse, or acts of nature. Physical, chemical, or other abuse includes unreasonable use, improper cleaning solutions, leaving substances like bleach or drain cleaner on the product without prompt cleaning, dropping heavy objects on surfaces or in sinks, excessive weight on the surface, or not maintaining the product according to the Futrus Care and Use Guide.
- This warranty does not cover costs related to removal, reinstallation, or labor, unless otherwise specified in writing.

Material Warranties:

- Certain materials may carry separate manufacturer warranties (e.g., Corian® solid surface carries a 10-year limited warranty for North America, covering defects in materials arising from the manufacture of Corian® sheet or shape products for a period of ten [10] years from the date of purchase).
- These are product-only warranties, not fabrication and/or installation warranties.

Limitations:

- Futrus' liability for component parts or materials manufactured by others is limited to the warranty of the component manufacturer.
- The warranty period begins at the date of substantial completion when installed by a Futrus authorized installer, unless otherwise specified in writing.
- This document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. It does not cover any consequential or incidental damages, such as a loss of use or time. Futrus' total liability under this warranty is limited to the original purchase price of the product.
- This warranty is applicable only to the specific project for which the products were purchased and installed. Any subsequent projects or installations will require a separate warranty agreement.

This limited warranty is exclusive and in lieu of all other warranties, express or implied, including but not limited to any warranty of merchantability or fitness for a particular purpose.

All warranty claims must be submitted in writing within the applicable warranty period and within a reasonable time after discovery of the defect. Futrus may require return of the product or part for inspection and reserves the right to issue a return materials authorization (RMA) as part of the claims process.

This warranty is governed by the laws of the Commonwealth of Ohio, USA.
For more information or to submit a warranty claim, contact:

Email: info@futrus.com

Phone: 1-877-388-7871

Mail: Warranty Dept, Futrus Solutions, 154 Distl Ave, Mansfield, OH 44902

FUTRUS®
SOLID SURFACE SOLUTIONS

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