

## Residential Limited Lifetime Warranty

PT Rolls Stone Indonesia will warrant from the original date of installation Polarstone material that fails due to a manufacturing defect when fabricated and installed by an authorized Polarstone fabricator/installer. This warranty only applies to the repair or replacement of material that has been permanently installed in the purchaser's residence. The option to repair or replace is at the sole discretion of PT Rolls Stone Indonesia.

### Introduction

The Residential warranty is only available to the original owner of a single-family residence in which the Polarstone material was originally installed. In the case of a newly constructed single-family residence, this warranty is only available to the "first" owner purchasing the residence and is transferable according to the procedure outlined below.

### Warranty Terms and Conditions

- This warranty applies to material installed after January 1, 2020.
- This warranty applies only to PT Rolls Stone Indonesia and does not apply to any other products.
- This warranty only applies to Polarstone materials that have been permanently installed in the "interior" of a single-family residence and has not been moved from its original place of installation.
- This warranty applies only to a residence where the owner is the occupant.
- This warranty applies only to materials that have been paid in full.
- This warranty only applies to materials that have been maintained according to Polarstone Surfaces Care & Maintenance Instructions, which are available at: <https://polarstoneus.com/care-and-maintenance/>
- After installation, you must register your warranty at (insert website address) within thirty (30) days of installation. In the event that no record of your warranty is on file, you must provide proof of purchase. Proof of Purchase consists of a copy of your original receipt or invoice showing the name of the Owner, Dealer, or Fabricator. PT Rolls Stone Indonesia will honor your warranty upon presentation of proof of purchase even though no warranty registration is on file.
- You must cooperate with PT Rolls Stone Indonesia or its authorized agents in our efforts to perform our obligations under this warranty.
- WARRANTY TRANSFER: This warranty is transferable under the following conditions; the original or first owner must have initially registered the warranty with PT Rolls Stone

Indonesia as specified above. The original or first owner must submit in writing the name, address and phone number of the new owner. The new owner shall receive a pro-rated 10-year limited warranty, which is pro-rated from the original date of installation. Under no circumstances shall the transferred warranty exceed ten (10) years from the date of original installation.

- In the event that your PT Rolls Stone Indonesia material fails due to a manufacturing defect, PT Rolls Stone Indonesia will, at its sole discretion repair or replace such materials. PT Rolls Stone Indonesia will seek to attain the best possible result, whether the material is repaired or replaced. However, exact color match is not guaranteed.
- No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make warranty decisions or promises on behalf of PT Rolls Stone Indonesia with respect to its products.
- To request service under this warranty please contact the company you purchased Polarstone from or contact PT Rolls Stone Indonesia at [info@polarstone.co.id](mailto:info@polarstone.co.id).

### **Warranty Exclusions**

- This warranty is for residential installation only as defined within this warranty. Products used for commercial purposes are covered by our Commercial Limited Warranty. Commercial use includes but is not limited to; rental properties, stores, offices or any other places of business.
- All exterior installations.
- The use of Polarstone as flooring material.
- Improper use or abuse, this includes but is not limited to; mishandling of product, excessive heat, uneven exposure to weather conditions, physical or chemical abuse or improper care and maintenance.
- Impact damage
- Scratches — PT Rolls Stone Indonesia are scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your routine care.
- Routine Maintenance, this includes but is not limited to; removing of surface stains or water spots. Follow the directions in the Polarstone Surfaces Care & Maintenance Instructions for routine maintenance.
- Fabrication that is not performed according to prescribed fabrication and installation procedures as outlined by PT Rolls Stone Indonesia. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- Visible defects that are visible at the time of fabrication and that were not avoided during fabrication. Fabricators are required to perform a visual inspection of all material prior to fabrication and again prior to installation.

- Seam appearance or performance, adhesives, caulks or other accessory items. Once installed the primary causes of seam separation or cracking are; shifting or movement of the substrate, cabinets or foundation and thermal shock. Thermal shock can occur when a hot pan, dish or other hot object is left on the countertop for more than a brief time. Trivets or hot pads should always be used. These issues are not material defects and are subject to proper use and care by owner.
- Chemical damage
- Creative material use such as bending or curving
- Material that has been reduced in thickness
- Sink installations
- Mechanical fasteners affixed directly into the material
- Inadequate support for the installation
- Damage caused by overhangs beyond the recommendations for overhangs provided by PT Rolls Stone Indonesia.
- Damage caused by dry cutting or dry polishing
- Damage caused by failure to follow the recommended minimums for edge details thereby resulting in increased exposure to chipping.
- Mitered edges or corners where the miter has not be properly cut according to the recommendations provided by PT Rolls Stone Indonesia.
- Any alteration of the factory applied finish
- Any additional modifications such as plumbing, electrical, tile, cabinets, flooring etc. that may be necessary to repair or replace the Polarstone product covered under this warranty.
- Natural variations in color, size, shape or distribution of the pattern or the background of the Polarstone product. This characteristic is inherent and unique of the product. Color samples provided to consumers are only representative and not an exact replication of what will be installed in your home.
- PT Rolls Stone Indonesia is not responsible for damage or injury caused in whole or in part by Acts of God, job site conditions, architectural/engineering design, structural movement, vandalism or accidents.

PT Rolls Stone Indonesia shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR PT ROLLS STONE INDONESIA AND SUPERCEDE ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN

EXCEPT AS EXPRESSLY SET FORTH ABOVE. NO OTHER WARRANTIES ARE MADE WITH RESPECT TO POLARSTONE. PT ROOLS STONE INDONESIA EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

Contact Information

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