



WARRANTY

TERMS & CONDITIONS

Global Surfacing Product Warranty

These General Terms and Conditions govern the warranty coverage for all Global Surfacing products. Our goal is to ensure transparency, clarity, and peace of mind for every customer who invests in our surfaces.

1. Applicability

This warranty applies strictly to products distributed by Global Surfacing. Any implied or additional warranties not expressly stated herein are excluded.

2. Original Purchaser Requirement

Warranty coverage is extended only to the original purchaser and is non-transferable. It applies solely to products installed in the original residential location.

3. Qualifying Products

Coverage is valid for first-quality Global Surfacing materials purchased after the publication date of this warranty and installed in accordance with official guidelines.

4. Manufacturing Defects

We warrant that our products are free from manufacturing defects. In such cases, Global Surfacing may, at its sole discretion, choose to repair or replace the affected product.

5. Product Replacement

Any replacement will be selected from the current product range at the time the claim is approved. We reserve the right to discontinue or update designs without liability.

6. Hidden Defects

Only hidden (latent) defects not visible before or during installation are covered under this warranty.





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7. Excluded Items & Costs

This warranty does not cover:

- Labor for removal or reinstallation
- Incidental, secondary, or consequential damages
- Errors from improper fabrication or installation

8. Installation Errors

Warranty does not apply to defects resulting from:

- Improper or unqualified installation
- Failure to follow Global Surfacing's installation protocols

9. Claim Procedure

Claims must be made in writing within 30 days of discovering a defect. All claims require inspection by an authorized representative. Claims submitted after this period will be void.

10. Commercial Use Exclusion

This warranty is limited to residential use only. Commercial settings (hotels, restaurants, offices, etc.) are excluded.

11. Documentation & Compliance

Warranty claims must be accompanied by proof of purchase and evidence that installation and maintenance were done according to Global Surfacing guidelines.

12. Misuse & Negligence

This warranty excludes any damage from:

- Improper use or abuse
- Neglect or physical damage
- Chemical misuse

13. Scratches & Cuts

Surface scratches and cuts are not covered. Always use cutting boards and avoid abrasive tools.





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14. Accessory Components

Issues related to seams, adhesives, or edge profiles are not covered.

15. Color Variation

Differences in color or veining between samples and delivered product, or between original and replacement materials, are not covered.

16. Verbal Representations

Only written statements authorized by Global Surfacing are valid. Verbal promises not backed by documentation are excluded.

17. Consequential Damages

We are not liable for:

- Structural, plumbing, or electrical work
- Damage to surrounding fixtures
- Any indirect losses

18. Warranty Period

Replacement or repair under this warranty does not extend the original warranty period.

19. Labor Costs

Labor and shipping costs are not included in this warranty.





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Additional Exclusions & Clarifications

A. Faulty Installation

Improper substrate, leveling, or deviation from Global Surfacing's prep and install manuals voids the warranty.

B. Third-Party Intervention

Damage caused by third-party fabricators, contractors, or unauthorized repairs is not covered.

C. External Conditions & Force Majeure

No coverage for damages resulting from natural disasters, structural movement, accidents, vandalism, or other uncontrollable events.

D. Misuse & Unintended Use

The warranty excludes usage outside standard indoor applications, including outdoor use or high-temperature exposure.

E. Aesthetic Preferences

Claims based on personal dissatisfaction with color, veining, polish level, edge profile, or similar subjective preferences are not eligible.

F. Sample vs Actual Differences

Minor visual differences between showroom samples and actual delivered products are normal and not considered defects.

G. Unauthorized Modifications

Modifying or altering the original surface without Global Surfacing's consent voids the warranty.

H. Public & Commercial Use

Warranty does not cover use in commercial or public buildings, including rental or hospitality environments.





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I. Surface Damage from External Agents

Chemical staining, UV exposure, or damage from unsuitable cleaning agents is excluded.

J. Unpaid or Partially Paid Products

Products not fully paid for are not eligible for warranty claims.

How to Submit a Claim

All claims must be submitted in writing to an authorized Global Surfacing distributor within 30 days of discovering the defect. Once the claim is verified and approved by Global Surfacing, we will proceed with repair or replacement at our discretion.

Note: This summary does not replace the full terms and conditions available in our official warranty documentation. Please consult with your authorized distributor or Global Surfacing representative for full guidance.

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