

# RESIDENTIAL 10-YEAR LIMITED WARRANTY

Permanently installed Staron® Solid Surfaces sheets and shapes Lotte Chemical Corp. to the original owner. Staron® Solid Surfaces must be fabricated and installed by Staron® certified Fabricator/Installer, used and maintained in accordance with instructions provided by Lotte Chemical Corp.. Lotte Chemical Corp. at its sole option will repair or replace, without charge, such Product if it fails due to a manufacture defect during the first ten (10) years after the date of initial installation. This includes necessary real cost charges needed to repair or replace the Product. Although Lotte Chemical Corp. shall make its best effort to repair or replace with the best possible color match to the original as possible, Lotte Chemical Corp. cannot guarantee the exact color in the event of repair or replacement. All instructions for filling a claim under this limited warranty are available from your dealer and fabrication/installation source or by contacting Lotte Chemical Corp. directly.

This limited warranty is transferable during the 10-year period following initial installation only when the new owner notifies Lotte Chemical Corp. in writing.

## This warranty excludes the following:

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| 01. Minor conditions such as stains, scratches, water spots and burns;  | 11. Damage caused by excessive heat; or by an act of nature;   |
| 02. Failure to comply with Lotte Chemical Corp.'s instructions including fabrication, installation, care, maintenance, etc; | 12. Workmanship of Fabricators or Installers;  |
| 03. Any products moved from their original place of installation;   | 13. Damages from other than manufacturing defect;  |
| 04. Seam appearance of any adhesive, caulk or other accessory items;  | 14. Any Product installed or located outdoors, such as outdoor kitchens, BBQ work surfaces, or in heated areas such as saunas, steam rooms, and shower pans;   |
| 05. Color variation from the sample;  | 15. In-Carton products including components made from Staron®;   |
| 06. Color variation within different lots;  | 16. Any Product installed in recreational vehicles;  |
| 07. Exact color match as a result of Product replacement or repair is not guaranteed;                                       | 17. Any Product fabricated and installed in commercial applications;   |
| 08. Failure caused by other substructure support;   | 18. Fabrication, Installation, Modification or Repairs made by other than Staron® CFI (Certified Fabricator Installer);  |
| 09. Misuse, abuse (including impact damage and contact with chemical reagents not intended for use with Product);           | 19. Same color and veined intensity between sheets in SUPREME collection. ((Veining may vary from sheet to sheet and also within a sheet. Special consideration has to be taken into any joint and coved up-stands.) |
| 10. Improper fabrication, installation, handling or maintenance;  |  |

Lotte Chemical Corp.'s obligation hereunder is limited solely to the repair or replacement including necessary reasonable real cost charges of the Products purchased hereunder. Except as to what is stated in this limited warranty herein, Lotte Chemical Corp. makes no warranties, express or implied, in respect to the Product, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and all such warranties hereby are expressly disclaimed. Lotte Chemical Corp. does not warrant that the Product will meet the end users' requirements. Lotte Chemical Corp. shall not be liable for incidental, consequential, indirect, special, punitive, or exemplary damages of any kind, including lost good will, lost profits, lost business, or other indirect economic damages, and further including injury to property, whether such claim is based on theories of contract, negligence, tort (including strict liability) or otherwise, as a result of breach of any warranty regardless of whether Lotte Chemical Corp. was advised, had other reason to know, or in fact knew of the possibility of such damages.

SOME COUNTRIES, STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION STATED ABOVE, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS, WHICH WILL VARY FROM COUNTRY TO COUNTRY, STATE TO STATE OR PROVINCE TO PROVINCE

Effective as June, 2023

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**Warranty Service:**

To request warranty service, contact your original fabricator/installer. You must present the original sales receipt or produce proof of purchase and installation of Staron<sup>®</sup> Solid Surfaces, which clearly proves the Product purchase and date of installation, in order to obtain service under this limited warranty. For more information about this warranty, please contact to Lotte Chemical Corp. at the address below:

**LOTTE Chemical Deutschland GMBH**

Kölner Str. 12 65760 Eschborn, Germany  
TEL +49 6196 77 272 75

**LOTTE Chemical Deutschland GMBH-REPRESENTATIVE OFFICE(DUBAI)**

Office No 1702, Arenco Tower, Media City, Dubai, UAE. PO BOX 48969  
Tel. +971-4-245-1401~1405

**LOTTE Chemical Thailand Co., Ltd.**

1 Empire Tower, 23rd Floor, Unit 2313, South Sathorn Road, Yannawa, Sathorn,  
Bangkok, 10120 Thailand  
TEL +66-2-624-6730

**LOTTE Chemical Shanghai Co., Ltd.**

Rm2701, Shanghai International Trade Center, 2201 West Yan An Rd, Shanghai,  
China. 200336  
Tel. +86-21-62703000-326

**LOTTE Chemical India Co., Ltd.**

Unit No. DG A-05-014 & DG A-05-015, 5th Floor, Tower-A, Emaar Digital Greens  
Golf Course Extension Road, Sector-61, 122011 GURUGRAM Haryana India  
TEL +91-22-61100174

**LOTTE Chemical Japn Co., Ltd.**

Mita Kokusai Building 16F, 1-4-28, Mita, Minato-Ku, Tokyo 108-0073, Japan.  
TEL +81-3-63696443

**This warranty cannot be modified, amended, or in any way altered except by an instrument in writing signed by an authorized officer of Lotte Chemical Corp..**