

## ACRYLIC SOLID SURFACE RESIDENTIAL LIFETIME LIMITED WARRANTY FOR NORTH AMERICA

HausPro™, LLC provides a Lifetime Limited Warranty that its product, NorthStar Acrylic Solid Surface (“the Product”), will be free from manufacturing defects under normal use and service. This non-transferrable warranty covers the Product only and is extended solely to, the original purchaser (s)/home owner(s) of the Product who reside in and own the home in which the Product is originally installed by a HausPro™ Certified Fabricator/Installer, (“Owner(s)”) and maintained in accordance with the NorthStar Acrylic Solid Surface Care and Maintenance Guidelines. In addition, this warranty pertains only to interior residential installations within the U.S. and is only valid if the Product and installation has been paid for in full.

Although the Certified Fabricator / Installer is responsible for carefully inspecting the Product prior to fabrication and installation, it is still the responsibility of the Owner(s) to thoroughly inspect the Product upon receipt and prior to permanent installation. Product failures due to manufacturing defects will be repaired or replaced by HausPro™ at its discretion. HausPro™ will seek to provide the best possible result. However, whether we choose to repair or replace the Product, an exact color match cannot be guaranteed.

### TERMS AND CONDITIONS OF WARRANTY

This warranty covers only the repair or replacement of the actual section of the material determined to be damaged. The Owner(s) sole and exclusive remedy against HausPro™ shall be at the sole option of HausPro™, LLC to repair or replace the defective Product. HausPro™ will make all decisions affecting this warranty and decisions will be final and binding upon all parties.

The Product must:

- be fabricated and installed by a HausPro™ Certified Fabricator/Installer
- be maintained in accordance with the NorthStar Acrylic Solid Surface Care and Maintenance Guidelines

The Owner(s) must:

- be the original purchasers of the Product
- own the US residence in which it was originally installedThe Owner(s) must provide an original receipt or proof of purchase showing:
  - the Product and installation are paid in full
  - the Owner(s) are the original purchaser(s) of the ProductHausPro™ and its authorized agents must be permitted sufficient time and opportunity to:
    - inspect the Product
    - evaluate the claim
    - respond to the claim with a solution

### WARRANTY EXCLUSIONS

This warranty DOES NOT cover:

- variance in color, size, shape and particulate distribution from sample and/or sheet and final installed countertop.
- normal wear and minor conditions, including but not limited to; scratches, stains, water spots, and burns which may be avoided or corrected by referring to the NorthStar Acrylic Solid Surfaces Care and Maintenance guidelines received with your purchase. Cutting boards for cutting and trivets for warm to hot items are necessary to keep your surface from becoming damaged. Also please take care to clean up spills as quickly as possible.

- fabrication and installation of product by a provider other than a HausPro™ Certified Fabricator/Installer.
- supplemental repair including, but not limited to, electrical, tile or wall surfaces, backsplashes, cabinetry, freight, and plumbing modifications necessary to repair or replace the Product.
- defects in the Product that were visible at the time of fabrication/installation and were not avoided during fabrication / installation.
- damage resulting from not following the HausPro™ recommended guidelines for storage, handling, supports, cutouts, fabrication, care, and maintenance. All requirements for fabrication and installation must be followed.
- the securing of any type of mechanical fasteners directly into the Product.
- appearance or performance of edges, joints, or seams due to improper fabrication/installation.
- appearance of adhesives, caulk and /or other accessory items is not covered under warranty.
- the Product failure due to bending or curving, i.e. thermoforming.
- the Product fabricated or installed outside the United States of America.
- the Product if it is removed from the original place of installation or alteration/repair has been performed on the Product by one other than a Certified HausPro™ Solid Surfaces Fabricator/Installer.
- the Product installed in applications such as, but not limited to, shower trays or shower pans, steam showers, steam rooms and saunas.
- the Product installed as an exterior application and/or exposure to UV.
- the Product installed as flooring.
- chips and cracks caused by impact excessive force, applied load, lack of adequate support, settling or movement of cabinets.
- exposure to harsh or corrosive chemicals and cleaners.
- exposure to extreme heat and/or thermal shock. Trivets must be used for any hot pots, pans, crock pots, and for any heat generated items. Heat resistant pads are highly recommended.\
- the use of the Product for commercial application(s) including, but not limited to, installation in store, office, rental property, or other places of business.
- errors in fabrication or installation, including damage caused to other areas of the home during installation.
- supplemental repairs including, but not limited to, plumbing modifications, electrical, tile, cabinetry, flooring, backsplashes, etc. that may be necessary to repair or replace the NorthStar Acrylic Solid Surfaces under this warranty.
- damage or injury caused by improper use or abuse, which includes but is not limited to, damage from accidents, vandalism, impact, chemical damage, bleach damage, acts of nature, job-site conditions, architectural design, or structural improvement.
- material or services have not been paid in full.
- any residence where the original purchaser is not the occupant.
- appearance of edge, re-fabrication, or altering of the factory applied face finish in any way.
- the Owner(s) decide they do not like after installation due to color, shade, pattern, or any other opinions based on personal preference.
- any other items or occurrences that are inherent characteristics of the Product, regardless of whether viewed as a defect by the Owner(s).

The Product is made up of materials which inherently vary in color, shape, size and distribution within each sample and sheet. Therefore, samples are not mean to be and are not guaranteed to be an exact replication of the Product sheet or final installed countertop and may vary. These variances are to be

expected, so please refer to samples only as a general indication of a particular color's design pattern, aesthetics, and hue when selecting a color. Also please be advised the Product samples and sheets may vary from the actual, installed NorthStar Acrylic Solid Surface.

No other warranties, express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, HausPro™ is not liable in tort or contract for any loss or direct, incidental, or consequential damages as a result of the use or the inability to use the Product. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state. Some states do not allow the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you. HausPro™ makes no other guarantee, representation, or warranty (express or implied) with respect to its products, except as expressly stated herein. No representative, dealer, employee, installer or any other person is authorized or permitted to make, modify or change this warranty with respect to the Product. This Lifetime Limited Warranty applies to the Product installed after January 1, 2017. All parties must agree to comply with the terms and conditions outlined in this Limited Lifetime Warranty.

To obtain service under this warranty, first contact the source from which you purchased the Product. If the warranty resolution is not handled to your satisfaction, please contact:

HausPro™, LLC 6100 Oak Tree Boulevard,  
Suite 200 Independence, Ohio 44131  
855-782-9979  
[warranty@hauspro.com](mailto:warranty@hauspro.com)