

Hanex

10 years Limited Warranty

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years
warranty

Hyundai L&C Corporation ("Hyundai L&C" or the "Company") expressly warrants, subject to the terms, conditions, limitations, and exclusions set forth herein, that HANEX® Solid Surface products shall be free from manufacturing defects in materials for a period of **ten (10) years from the date of the original installation**.

If a manufacturing defect in the material is found during the warranty period, Hyundai L&C will, at its sole discretion, repair or replace the defective product free of charge. This warranty applies equally to **both residential and commercial applications**.

Warranty Conditions

This warranty shall be valid only if all of the following conditions are satisfied:

- The warranty applies only to HANEX® materials (including sheets and molded products) supplied by Hyundai L&C and permanently installed at the time of the original purchase.
- Payment in full for the product and all fabrication and installation charges must have been made to Hyundai L&C or its authorized distributor.
- The product must have been fabricated and installed in full compliance with all transportation, storage, handling, fabrication, seaming, and installation requirements set forth in the official **HANEX® Fabrication Guide Book** issued by Hyundai L&C.
- The product must remain in its original installed location and must not have been removed, relocated, or reinstalled.

Warranty Exclusions

This warranty does not cover, and Hyundai L&C shall not be liable for, any damage, defect, or failure resulting from the following causes:

- **Improper Fabrication or Installation:**
Any defect, damage, or failure resulting from fabrication or installation practices that do not comply with Hyundai L&C's guidelines, including but not limited to seam separation, joint failure, cracking at seams, defective caulking, or improper silicone finishing, shall be the sole responsibility of the fabricator or installer.
- **Structural Defects:**
Damage, cracking, or failure caused by twisting, warping, settlement, sagging, movement, instability, or other structural deficiencies of cabinets, support structures, substrates, buildings, or other supporting components.
- **Physical or Chemical Abuse:**
Damage resulting from misuse, abuse, neglect, or use outside normal residential or commercial applications, including but not limited to: Use of inappropriate or corrosive cleaning agents; Prolonged exposure to bleach, drain cleaners, or other chemicals; Dropping heavy objects onto countertops or sinks; Excessive loading or impact; Scratches, stains, damage, or deterioration caused by failure to follow Hyundai L&C's Care and Maintenance Guidelines.
- **Excessive Heat and Thermal Shock:**
Damage caused by exposure to excessive heat or thermal shock, including but not limited to: White marks, discoloration, circular heat marks, cracking, or other heat-related damage resulting from placing hot cookware, pots, pans, or similar heated objects directly on the surface without the use of trivets, heat pads, or other protective devices; Cracking or damage caused by prolonged transfer of high temperatures from cooking equipment extending beyond the cooktop area onto the countertop surface.
- **Exterior Applications:**
All exterior, outdoor, or non-interior installations are excluded from coverage under this warranty, regardless of the presence of shading devices, weather protection, or the degree of environmental exposure.
- **Other Exclusions:**
The following shall not be considered manufacturing defects: Natural variations in veining, pattern flow, or visual characteristics inherent to the material; Minor differences in tone, color, or appearance between samples, photographs, and actual materials; Inability to achieve an exact color match between existing materials and replacement materials during repair or replacement work.

Limitation of Liability

Hyundai L&C's obligation under this warranty is limited solely to the repair or replacement of the defective product. Except where prohibited by applicable law, Hyundai L&C shall not be liable for any costs or damages including, but not limited to:

Removal costs; Reinstallation costs; Transportation expenses; Incidental expenses; Loss of business; Business interruption; Loss of profits; Indirect, consequential, incidental, or special damages.

However, nothing in this warranty shall exclude or limit liability to the extent such liability arises from Hyundai L&C's intentional misconduct or negligence and cannot be excluded under applicable law.

Non-Transferability of Warranty

This warranty is provided exclusively to the original owner or original user of the product at the location where the product was first installed.

This warranty may not be assigned, transferred, or otherwise conveyed to any third party.

In the event ownership or use rights of the building, facility, or property are transferred by sale, gift, inheritance, or any other means, this warranty shall automatically terminate and shall not extend to any subsequent owner or user.

Warranty Claim Procedure

To obtain warranty service, the owner must promptly notify either the original point of purchase or Hyundai L&C's warranty service department and provide the following information:

- Proof of purchase (or other acceptable documentation) indicating the product name and original installation date
- Name and contact information of the fabricator and installer
- Photographs showing the alleged defect (including both overall and close-up views)
- A detailed written description of the alleged defect

Hyundai L&C or its authorized service representative reserves the right to inspect the product and installation site in person. The owner shall reasonably cooperate with the inspection process. The final determination as to whether a defect is covered under this warranty shall be made solely by Hyundai L&C.

HANEX® is a registered trademark of Hyundai L&C Corporation.

This Limited Warranty gives you specific legal rights, which may vary depending on applicable laws and jurisdiction.

Hanex
Solid
Surfaces