

## Mega Countertops - 12 Month Limited Warranty

Congratulations on the purchase and installation of your new laminate countertop. With proper care and use, your new countertop (Product) will provide you with years of service. Mega Countertops (Mega) provides the following limited 12 month warranty (Warranty) coverage, as applicable to your purchased or installed countertop. The following constitutes the terms and conditions of that limited warranty.

### What the Mega Limited Warranty Covers and for How Long:

Subject to the exclusions and claim procedure set out below, Mega warrants for a period of 12 months from the date of purchase (the Purchase Date) for countertop materials (Supply only) or installation by Mega or its authorized installers (Install), that the Mega countertop is free from product and manufacturing defects and additionally in the case of an Install, installation related defects, and provides coverage as detailed below.

Within the time period described above, Mega will, at its discretion, repair or replace Product which fails due to a defect in materials or workmanship, or apply a credit towards a new purchase or refund equal to the original replacement cost of the Product. For Installs, Mega will cover the cost of its originally provided services associated with repairing or replacing the Product.

### What the Mega Limited Warranty Does Not Cover:

Mega's Warranty does not provide coverage for the following, which are expressly excluded from the above Warranty:

- Defects over time due to normal wear and tear of the Product,
- Cosmetic irregularities in the Product from the normal manufacturing and assembly not impeding its use,
- Cosmetic irregularities of the installed Product arising from compromising install situations such as uneven cabinets or non-perpendicular or un-even walls which are installed on a best-effort basis,
- Moisture and/or heat induced damage of laminate edges and seams (including applied or rolled edges, mitre corners, end and butt joints) from appliances operating near the seam or edge such as dishwashers, coffee makers, kettles etc.,
- Damage to seams described above from repeated or prolonged exposure to water or other liquids,
- Damage to laminate seams within 12 inches of a sink unless expressly manufactured and sold for that purpose by Mega,
- Defects, where installations or Product modifications, repairs or alterations were made by non-approved Mega contractors,
- Defects arising from improper care and cleaning of the Product according to the guidelines provided herein,
- Product failure from fire, water, improper handling or storage, biological infestations or other conditions creating conditions beyond the reasonable operating tolerance of the Product,
- Additional costs required to repair or replace the defective Product including legislatively-imposed fees,
- Failure due to acts of God.

### Restrictions and Limitations to Mega's Limited Warranty:

- Mega is not responsible for costs incurred for providing access to the failed Product.

- This Warranty is not transferable, and only applies to the first end-user purchaser of Product from Mega or from an authorized vendor.
- Mega has the sole discretion in determining the validity of any warranty claim, and reserves the right to determine the cause of Product failure.
- Mega's liability on any claim, whether in warranty or other legal theory, for loss, damage or injury arising directly or indirectly from or in relation to the use of the Product shall in no event exceed the original REPLACEMENT COST of the Mega Product which gave rise to the claim. IN NO EVENT SHALL MEGA BE LIABLE FOR PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHETHER FORSEEABLE OR NOT INCLUDING BUT NOT LIMITED TO LOSS PROFITS OR REVENUES, OF USE OF GOODS, OR LOSS OF BARGAIN.
- The Warranty set out above is the sole warranty granted by Mega with respect to the Product. No oral understanding, representations or warranties shall be of any effect and Mega makes no further warranties, express or implied concerning the Mega Products other than the Warranty set out above.

### Ongoing Care and Use of Your Countertop:

- Avoid cutting directly on the countertop with knives or sharp objects, always use a cutting board or mat,
- Don't drop or hit the countertop directly with hard utensils (eg., meat tenderizers) to avoid permanent scratches or cracks,
- Don't slide abrasive items across your countertop (eg., ceramics, or earthenware dishes) that may abrade the finish of a countertop,
- Don't place hot items directly on the countertop, use trivets. Keep lit cigarettes from contacting the laminate, do not place curling irons or hot rollers on the surface or use it as an ironing board,
- Avoid the use of small appliances such as heaters, electric cook pots, frying pans, coffeepots etc. that may cause heat or moisture, or a combination of both, near any seam edges,
- Ensure any built-in ranges or cooking appliances are at the same level, or higher, than the surface of the countertop, and ensure heat shields are installed per manufacturer's recommendations,
- Keep all laminate joints, seams and sink frame areas dry. Clean water spills and other liquids in these areas immediately.

### Cleaning your Countertop:

- A cloth dampened with a mild cleaning detergent can be used for cleaning. Rinse with warm water, and dry with a clean cloth. Use a nylon-based brush or scrub pad to remove stuck-on residue.
- For difficult stains, try baking soda and water, blot and clean with damp cloths. Don't rub the stain to avoid streaking it.
- You can use denatured alcohol to remove pencil or pen marks. Use a small amount on a cloth, and repeat until the stain is removed.
- Countertops can be dusted with non-oily furniture sprays or specific countertop cleaning sprays.
- Do not use abrasive cleaners or scouring pads, or cleaners containing acids, alkali or bleach. This includes avoiding oven & metal cleaners, magic erasers, chlorine bleaches, lime or mineral cleaners etc.

### Exercising your Warranty:

- Contact the authorized dealer you purchased your countertop from, or Mega directly with our contact information below or at [www.megacountertops.com](http://www.megacountertops.com).