

# CORIAN® ENDURA™ RESIDENTIAL WARRANTY FOR NORTH AMERICA

Effective May 1<sup>st</sup>, 2021

Your new Corian® Endura™ installation entitles you to certain quality assurance standards as provided in this Residential Limited Warranty. To obtain information and service under this warranty, contact the source from whom you purchased your Corian® Endura™ installation or DuPont at [www.corianendura.com](http://www.corianendura.com) or call 1-800-426-7426.

## GENERAL TERMS AND CONDITIONS

The following contains information applicable to this limited warranty:

1. This warranty applies to Corian® Endura™ surfaces only, and does not apply to any other products, including sinks, faucets or any other added on appliance, or any other surfacing products, manufactured or supplied by any other party, except by DuPont.
2. This warranty only covers products installed by a DuPont Authorized Corian® Endura™ Installer in the United States and Canada.
3. This warranty only applies if DuPont or its authorized warranty service agent determines that the product has failed due to any Manufacturing Defect that is covered by this limited warranty. The term "Manufacturing Defect" means in particular stripes in the edge of slab; polishing marks or polishing irregularities such as gloss non-uniformity, streaks or blotches; and chips, voids and pits.
4. This warranty applies to installations of Corian® Endura™ surfaces, that have been permanently installed in residences and that have not been moved from the original installation.
5. DuPont offers a 25 year limited warranty under the terms and conditions of this document.
6. **Interior horizontal applications (12mm & 20mm Only, 6mm Excluded)** such as kitchen countertops, waterfall kitchen countertops and bathroom vanity tops (including backsplashes less than 6 in. high): for these applications, DuPont warrants to you, the owner of the installed Corian® Endura™, that upon the following terms and conditions, DuPont will at its sole option:
  - During **the first ten (10) years** from the date of completion of installation of Corian® Endura™, repair or replace, without charge, your **installation of Corian® Endura™**. DuPont's obligation under this warranty is limited solely to the repair or replacement of the Corian® Endura® product covered by this warranty, including necessary labor charges needed to repair, remove or replace the product. DuPont will repair or replace any area of the installation that is determined by DuPont or its warranty service agent to be defective. DuPont will cover the cost of the simple plumbing and electrical disconnect and reconnect charges to the extent determined necessary by DuPont or its warranty service agent. You will be responsible for any other costs associated with or arising out of the repair or replacement, such as, but not limited to, repairs to wall surfaces, paint, wall paper, tiles, and removal of cabinets, storage bins and food garages or backsplashes to allow access to the Corian® Endura™ product for repair or replacement, as well as costs incurred to enable access to plumbing and electrical connections.
  - During the **following fifteen (15) years**, DuPont warrants that upon the following terms and conditions, DuPont will at its sole option repair or replace your Corian® Endura™ product, only as manufactured. Specifically, DuPont warrants to you, the owner of the installed Corian® Endura™, that upon the following terms and conditions, a product only warranty, for Manufacturing Defects. Costs associated with the removal of the existing and installation of the replacement product will not be covered by the DuPont warranty.
7. **Interior vertical applications (6mm, 12mm & 20mm) and Exterior horizontal applications (12mm & 20mm Only, 6mm Excluded):** For these applications DuPont warrants to you, the owner of the installed Corian® Endura™, that upon the following terms and conditions, DuPont will at its sole option, during the **first twenty-five (25) years**, repair or replace, without charge, your Corian® Endura™ **product, only as manufactured**. Specifically, DuPont warrants to you, the owner of the installed Corian® Endura™, that upon the following terms and conditions, a product only warranty, for Manufacturing Defects. Costs associated with the removal of the existing product and installation of the replacement product will not be covered by the DuPont warranty.
  - a. Exterior horizontal applications includes outdoor kitchen countertops and outdoor waterfall kitchen countertops (including backsplashes less than 6 in. high).
  - b. Interior vertical applications does not include waterfall kitchen countertops, which are covered under the Interior horizontal applications portion of

this warranty (section 6).

- c. Exterior vertical applications utilizing 6mm product are also not covered by this warranty.
8. **Induction Cooktops:** Undermounted induction cooktops, which operate though the porcelain surface, require proper installation and usage. Surface material into which an induction cooktop was installed is only subject to a 10-year warranty. However, if the induction cooktop is not properly installed or improperly used, this warranty is void. DuPont does not manufacture or provide installation or usage guidance for this class of cooking appliances, damage caused by the installation or use of undermounted induction cooktops is not covered by this warranty and DuPont assumes no responsibility for the installation and operation of cooktops. For proper installation of the appliance, please refer to manufacturer's installation guidelines for proper install of your induction cooktop system. To make a warranty claim for a defective induction cooktop, please contact the vendor and/or manufacturer of the appliance.
9. To obtain service under this limited warranty, you must contact the source from whom you purchased Corian® Endura™, or DuPont at the phone number listed at the end of this limited warranty document. To qualify for repair or replacement, you must provide the original sales receipt or other documentation acceptable to DuPont that demonstrates proof of purchase clearly showing the date of purchase, the date the installation was performed, and that such installation was performed by a DuPont Authorized Corian® Endura™ Installer. Your proof of purchase must identify your installation as Corian® Endura™. Should you represent to us that your installation is Corian® Endura™ and upon arrival of our warranty service agent at the installation site, we determine that your installation is not, you will be liable for and charged the standard warranty service trip charge in effect at that time and no repair or replacement will be performed.
10. You must permit DuPont or DuPont's authorized agents to inspect the installation of the product. You will reasonably cooperate with DuPont in DuPont's efforts to perform its obligations under this warranty. All decisions about defects in manufacture shall be made by DuPont and communicated to you in a timely manner. Whether DuPont performs repair or replacement of your installation, we will seek to obtain the best possible result, but exact color match cannot be guaranteed.
11. This warranty shall be null and void unless the product and the installation has been paid for in full.
12. Unless excluded in the document, this warranty is transferable within the warranty term. It is necessary for the new owner to have the original sales receipt or other documentation acceptable to DuPont that clearly demonstrates proof of purchase of Corian® Endura™, the date of purchase and installation, and that such installation was performed by a DuPont Authorized Corian® Endura™ Installer. The new owner may also refer to our website, shown below, which details the proper maintenance of the product.
13. This warranty applies to products that have been maintained according to the Corian® Endura™ Care and Maintenance

document provided free of charge at the time of installation, upon request, from the DuPont Authorized Corian® Endura™ Installer, or on our website, [www.corianendura.com](http://www.corianendura.com).

14. Should this product be discontinued or unavailable for any reason, then the defected product will be replaced by a Corian® product with similar characteristics.

#### What you should expect from the appearance of your Corian® Endura™:

15. Color variation within an installation: Since Corian® Endura™ is made from natural ingredients, variations in the color, size, shape and pattern of distribution of the minerals and the tone of the background, are inherent and unique characteristics to be expected with this product. If the natural variation within a monochromatic color is visible in an installation from a distance of 7 feet (2.12 m) or greater with uniform lighting (no spot lights or high intensity lighting) it will be considered to be a material defect and covered by this warranty, but you must report it within thirty (30) days of installation. If the color variation is not visible from 7 feet (2.12 m) or if it is not reported within thirty (30) days of installation, it will be considered to be a normal variation and not covered by this warranty.
16. Color Samples: Samples are only representative and are not an exact replication of what will be installed in your home. Variations in the color, gloss, finish, aesthetics patterns and the tone of the background are inherent and unique characteristics to be expected with this product. For colors that contain non-directional patterns or veining, samples of these colors may not always capture the overall aesthetic of the product. This does not affect the product performance in any manner. Your countertop will not be replaced under this warranty due to these variations.
17. This warranty covers seam performance when using Corian® Joint Adhesives for indoor installation of Corian® Endura™ countertops only. This warranty does not cover the appearance of the seam. Furthermore, placement of the seams is at the discretion of the fabricator/installer, using color coordinated seam adhesive. Seam failures unrelated to the countertop installation are not covered by this warranty. Silicone seams do not constitute part of the Corian® Endura™ installation and accordingly are not covered by this warranty.

#### What this warranty does not cover

18. This warranty does not apply to installations of Corian® Endura™ other than those listed hereabove, such as, but not limited to installations in saunas, shower pans, steam rooms, steam showers, boats, recreational vehicles, as well as flooring and exterior vertical cladding applications.
19. This warranty does not cover uses of products for "commercial" application, which includes, but is not limited to, use in retail stores, offices, hotels, restaurant, or any other place of business. For commercial applications, DuPont offers a 10 years product only warranty that can be found on our website [www.corianendura.com](http://www.corianendura.com).

20. This warranty does not apply to Corian® Endura™ surfaces of which surface finish has been modified or altered in any way since the original finish was applied at the factory.
21. If after, or during installation, you decide that you do not like the color you selected, replacement of product is not covered by this warranty.
22. Cracking or failures that are due to structural settling, or movement that may cause the Corian® Endura™ surface to shift, or any other condition unrelated to the Corian® Endura™ material installation are not covered by this warranty.
23. This warranty does not cover damages caused by household appliances that have been installed, used or maintained improperly.
24. This warranty does not cover uses of products in abnormal conditions, acts of nature, or abuse in any way. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive weight, excessive heat, natural disasters, uneven exposure to weather conditions, physical or chemical abuse, and damage from improper care and maintenance. Improper care of Corian® Endura™ may result in staining, scratching, chips in the surface, cracking or seam separation.

**Chips:** Chips or any other damage created by impact are not covered under this warranty.

**Scratches:** Corian® Endura™ is extremely scratch resistant, however, it can be scratched when proper care is not used, and accordingly, scratches in your Corian® Endura™ installation are not covered by this warranty. Cutting boards should always be used as part of your proper care and maintenance.

**Staining:** Corian® Endura™ is stain-resistant, but not stain proof. Stains can usually be removed with chemical cleaners. Staining is not covered by this warranty. You can view our stain cleaning guidelines on our website shown at the end of this document.

25. DuPont is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents.
26. Whether DuPont performs repair or replacement of your product or your installation, we will seek to obtain the best possible result, but exact color match cannot be guaranteed. Should we elect to replace your Corian® Endura™ surface, your warranty will continue from the original date of installation and not from the date of repair or replacement.
27. Except as provided in this limited warranty, DuPont shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply to you.
28. DuPont makes no other warranty, representation or guarantee, express or implied, with respect to its products,

except as expressly stated herein. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

29. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or, in Canada, from province to province.
30. This is the only residential warranty made by DuPont for Corian® Endura™ surfaces. No representative, dealer, sales person or any other person is authorized to make or makes any warranty or promise on behalf of DuPont with respect to Corian® Endura™ surfaces. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon DuPont unless made in writing and signed by an authorized employee of DuPont. For more information about this warranty, go to [www.corianendura.com](http://www.corianendura.com), or call DuPont Customer Service directly at 1-800-426-7426