



a J.R. Sharp Company

SERENITY CERAMIC SINK 1-YEAR LIMITED WARRANTY

Edgebanding Services Inc. offers a 1-YEAR LIMITED WARRANTY on Serenity Ceramic Sinks to be free of manufacturing defects under normal use.

LIMITED WARRANTY:

This limited warranty is extended to the original purchaser of this sink. Edgebanding Services, Inc. (hereafter "ESI") will repair or replace, at no charge, excluding transportation and labor, any Serenity Ceramic Sink supplied by ESI that is proven to have a manufacturing defect within the specified period from date of purchase, to the original purchaser, provided it has been used solely in a residential application and installed correctly. An equivalent replacement will be issued to the original owner provided the defective sink was installed in accordance with the installation procedures, used and cleaned as recommended, and not damaged due to abuse, misuse, or negligence.

Chips, scratches, and stains are not deemed to be manufacturing defects. ESI will not be held liable for chips, scratches, and stains that can occur under normal use over a period of time. Please refer to the cleaning instructions to maintain your sink. ESI shall not be held liable under this warranty where the sink has been used in a non-residential application, improperly installed, or damaged caused by an object being dropped on or impacting the sink or from improper handling.

ESI shall not be liable for any inconvenience or expense for material or labor related to the removal or replacement of a defective sink or for any loss or damage to any person or property whatsoever resulting from the defective sink. All transportation costs to and from the point of purchase will be the responsibility of the purchaser. Any sink returned must be in the original packaging and include all the accompanying accessories, parts, and documentation. The manufacturer reserves the right to inspect and/or request digital pictures of any sink reported to be defective prior to replacement of the sink.

Manufacturing defects and conditions which are covered by this Serenity Ceramic Sink warranty:

Glaze should be evenly distributed with no runs or ripples. Glazing must cover all apertures to the backface of the unit, with no glaze excess to be present on the backface.

Green Spots: Maximum of 2 per unit, should not be visible when viewed from a distance of 0.8m +/- 0.2m in good light.

Kiln Dirt: Maximum of 5 pieces per unit, should not exceed 1mm in length or height, no two defects should appear within a 30mm radius of each other.



Pinholes: Maximum of 3 per unit, should not be visible when viewed from a distance of 0.8m +/- 0.2m in good light.

Lumps: Maximum of 2 straight and plain lumps allowed per unit (lumps should not exceed 4mm in length or 2mm in height).

Specks: Maximum of 5 specks allowed per unit (specks should not exceed 2mm in length).

ESI shall not be liable in case of:

- Shipping or freight damage
- Chipping
- Cuts and nicks
- Scratches or scuff marks due to use
- Common signs of wear
- Holes drilled incorrectly
- Installation damage
- Abuse or misuse (i.e. impact damage, hot pots placed in the sink, etc.)

It is important that the professional fabricator installer (hereafter "PFI") and end-user carefully inspect the sink for damage immediately upon delivery. If any damage is not reported and documented on the delivery receipt with the shipping carrier upon delivery all insurance coverage ends and DMI will not be able to file a claim or send a replacement sink.

To submit a warranty claim it is the responsibility of the PFI or end-user to submit to ESI a minimum of five (5) high resolution photographs clearly showing the manufacturing defect. Replacement cost EXCLUDES transportation and any labor costs for the removal or re-installation.

No other warranties, express or implied, are made. Under no circumstances shall ESI be liable for any loss or damage arising from the purchase, a defect in, or use or inability to use Serenity Ceramic Sinks, or for any special, indirect, incidental or consequential damages. ESI's liability under this warranty is limited to the repair or replacement of the defective material to the location of purchase. No representative, dealer or any other person is authorized to make any warranty, representation or promise on behalf of ESI.

For further information you may contact us at the address below:

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