



## C O N C R E T E N A T I O N

### CONCRETE BASINS WARRANTY

Concrete Nation warrant all concrete basins for a period of one year for labour & two years for replacement from the original date of purchase. Concrete Nation warrants that the product will be free from manufacturing defects provided the product is installed by a licensed installer. Installers must inspect the product prior to installation to ensure it is free from damage. Warranty will not apply where a damaged item has been installed.

#### Exclusions

1. This warranty does not cover edge chipping, surface damage caused by wear and tear, cracking or discolouration due to the product being subjected to high heat or damage caused by improper use or abuse including damage from mishandling or misuse, cracking around voids and cutouts, exposure to ultra violet light, damage from physical or chemical abuse and damage from improper care and maintenance including, but not limited to, damage caused by cleaning with abrasive substances.
2. This warranty does not cover scratches or stains.
3. This warranty does not cover any chemical damage.
4. The warranty will not cover damage to the product because it has been fabricated or installed in an improper manner or contrary to any specifications outlined by Concrete Nation. All basins must be installed with a flexible type of sealant. The use of non-flexible sealant, Liquid Nails or epoxy of any kind will void all warranty and can cause the product to crack.
5. This warranty does not cover the altering of any factory-applied finish.
6. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc that may be necessary to repair or replace the Concrete Nation product covered under this warranty.
7. This warranty does not cover chipping or pinholes occurring during fabrication or through ongoing use.
8. This warranty does not cover products that have not been paid in full.
9. This warranty is not transferable during the warranty period to any subsequent owner of the residence in which the surface product was originally installed.
10. This warranty does not cover routine maintenance and minor conditions such as stains, acid etching, revealing of pinholes, and water spots that are a function of improper care and maintenance and which may be corrected by following the techniques specified in the Care & Maintenance Guide.
11. The warranty does not apply where the defect is trivial or insubstantial and where the product is installed with known or visible manufacturing defects at time of installation, including but not limited to color variance or flatness deviation beyond reason.



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12. Any claim under the warranty will not be recognized or accepted and the warranty does not apply if:
- the claim is not supported by proof of the purchase of the product from Concrete Nation within two years prior to the date of the claim;
  - the claim is not made within a reasonable period after the defect in the product would have become apparent to a reasonable person; and
  - the product alleged to be defective is not made available for inspection and testing by Concrete Nation or its authorised representatives or consultants.

### Special Note:

Concrete products are poured in moulds, therefore when they are removed from the mould they will have some pinholes/air pockets along with other voids, "character markings", and discolorations. These may become more pronounced and increase in number as the products age. These are not considered manufacturing defects; rather it is a reflection of the ongoing patina of the concrete product. All internal pinholes will be filled in to ensure a smooth surface. Pinholes on the exterior of the product will not be filled in and will be left as is.