



# WARRANTY

## FLOFORM COUNTERTOPS LIMITED WARRANTY

The FloForm Countertops limited warranty is designed to provide the most comprehensive warranty protection in the industry and ensure that all our customers are treated honestly, fairly and with respect. The following provisions set forth your rights as a valued FloForm Countertop customer.

### Part 1

FloForm Countertops are warranted to be free from manufacturing defects for six (6) years from date of delivery.

### Part 2

If a manufacturing defect appears within three (3) years from date of delivery to customer/dealer/contractor, FloForm will, at its option, either repair or supply a replacement countertop only, at no cost to the customer.

### Part 3

If a manufacturing defect appears between three (3) years and six (6) years from date of delivery to customer/dealer/contractor, FloForm will at the customer's option, repair or supply a replacement countertop only at a pro-rated price, based upon the age of the countertop.

### Part 4

If the countertop was installed by a FloForm factory installer, labour to remove and/or reinstall are prorated on the same basis as outlined in Part 2 and Part 3

### Part 5

FloForm Countertops are manufactured using materials such as laminates, solid surface, granite and natural quartz. These are supplied by reputable companies such as DuPont®, Formica, Cambria, etc. Defects in these materials are excluded from the FloForm warranty but are covered by the respective warranties and technical specifications of each company (e.g. heat, stains, scratch resistance, etc.) FloForm will assist in submitting claims of these products to the appropriate supplier. Laminate warranties typically expire after 1 year. Dupont Corian® has a 10 year warranty. Cambria Quartz & Artisan Stone have a residential Limited Lifetime warranty.

### Part 6

FloForm product failure due to improper installation by non FloForm installers, damage in transit, excessive heat (eg. coffeemaker, etc.) impact, moisture, 90 degree angle or seamless corners, mitres within 12" of sinks, sinks installed through mitres and unpaid accounts are excluded from the FloForm warranty.

### Part 7

Damaged/swollen joints caused by water or heat are not covered by this warranty. KEEP JOINTS DRY.

### Part 8

All warranty obligations of FloForm expire after six (6) years.

Name \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of purchase \_\_\_\_\_

Invoice Number \_\_\_\_\_



1000056093-R3T3Z1-BR01



FLOFORM INDUSTRIES  
125 HAMELIN ST  
WINNIPEG MB R3T 9Z9



## IMPORTANT INFORMATION

Thank you for choosing FLOFORM Countertops. To ensure that your new countertops can be enjoyed for years to come, please read the following instructions.

### PROTECTING YOUR COUNTERTOP:

- Knives or sharp objects may cut or scratch the countertop. Always use cutting boards.
- Heavy blows from a hammer or meat tenderizer may crack or gouge the surface. Always use cutting boards.
- Ceramics and abrasive objects may cause scratching and premature wear when slid across the countertop. Use trivets or doilies.
- Small appliances such as coffeepots, electric frying pans, slow cookers, etc. should not be placed directly on the laminate surfaces, especially over joints. Objects removed directly from the oven or stove should never be placed directly on the countertop surface. Always use an insulated pad or trivet between the hot object and the countertop.
- Ensure that the range is even with or above the level of the countertop. This protects your countertops from heat deflected from the range elements.

### KEEP JOINTS DRY:

- Water or steam may cause swelling of the joints. DO NOT allow water to stand on the joints.
- Ensure that the underside of the countertop around the dishwasher and the sink area are sealed.

### Non-adherence To Cleaning Instructions Will VOID Warranty

### CLEANING INSTRUCTIONS:

- Clean with a soft, damp cloth and mild cleaner or detergent. Then rinse laminate surface with warm water and wipe with a clean dry cloth to remove any cleaner residue.
- DO NOT use abrasive cleaners or scouring pads as they can scratch or dull the surface making it more susceptible to staining.
- DO NOT use cleaners containing acid, alkali or sodium hypochlorine. Some cleaners to avoid are:
  - drain, metal or oven cleaners
  - ceramic, tub & tile and toilet bowl cleaners
  - coffeepot, rust & lime scale removers
  - chlorine bleach, etc.
  - examples are: CLR, LimeAway, Javex, etc.

### WARRANTY IS VOID WHEN:(see Warranty Information)

- A cut-out has been made through a mitre/butt joint or a cut-out is within 12" of mitre/butt joint.
- Abrasive or chemical cleaners have been used or come in contact with the countertop.
- Proper installation procedures have not been followed.
- Mitre damage/swelling results from heat or water (eg. coffee, marker, etc.)

**Please complete and return Warranty Registration Card to validate warranty.**

## CUSTOMER EVALUATION

### Showroom Visit

	Excellent	Good	Fair	Poor
Promptness of Greeting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous/Friendly Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable/Professional Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range of Product Display	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness in making your decision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### In-Home Consultation Service

Representative Arrived on Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous/Friendly Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable/Professional Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design Assistance Provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Promptness in Receiving Quote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Installation Service

	Excellent	Good	Fair	Poor
Scheduling of Delivery Date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courteous/Friendly Install Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installer Arrived on Time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledgeable/Professional Installer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### General

Overall Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value Received for Price Paid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Buying Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Additional Comments:

---



---



---



---