



SAMSUNG RADIANTZ™ QUARTZ SURFACES RESIDENTIAL 15-YEAR LIMITED WARRANTY

Permanent originally installed Radianz™ Quartz Surfaces (the "Product") are warranted by SAMSUNG/CHEIL INDUSTRIES INC. (hereunder "SAMSUNG") in the United States and Canada. The Product must be fabricated and installed by Radianz™ Certified Fabricator Installer, and used and maintained in accordance with instructions provided by the Radianz™ Quartz Care & Maintenance Guide. During the first fifteen (15) years after the date of initial installation, SAMSUNG, at its option, will repair or replace without charge such products if it fails due to any manufacturing defect. Although SAMSUNG shall make its best effort to repair or replace with the best possible color match to the original as possible, SAMSUNG cannot guarantee the exact color in the event of repair or replacement. In order to obtain a proper service under this limited warranty, you must reasonably cooperate with your Radianz™ Quartz authorized agents. This warranty is applicable only to its original purchaser and is non-transferable within the 15-year period following initial installation only when the Product has been paid for in full. Samsung will cover the cost of the basic plumbing, electrical disconnect and reconnect costs considered essential by Samsung or its service agent. Any other associated repair or replacement cost will be customer's responsibility. Upon request, the Radianz™ Quartz Care & Maintenance Guide will be sent to the new owner.

This warranty excludes the following:

1. Misuse or abuse (including uneven exposure to weather condition, outdoor exposure, physical, chemical, and damage from extreme heat);
2. In a residence, where countertop was moved from the original and permanent installation;
3. Other installations such as boats, RV, outdoor, and shower walls, and floor material;
4. Residence not occupied by the owner;
5. Abuse (including physical, chemical);
6. Chips and impact damage;
7. Improper Installation or Maintenance (improper care and maintenance may cause staining, scratches, cracking and chips; cutting boards should be used at all times);
8. Samsung Radianz™ is stain-resistant, but not 100% impervious to stain. Staining is not covered under this warranty;
9. Damage caused by extreme heat (Trivets and hot pads should always be used);
10. Damage caused by an act of nature;
11. Minor conditions such as stains, scratches, water spots and burns, which due to the unique properties of the Product, may be easily prevented by understanding and following the techniques specified in Radianz™ Quartz Care & Maintenance Guide;



SAMSUNG RADIANTZ™ QUARTZ SURFACES RESIDENTIAL 15-YEAR LIMITED WARRANTY

12. Failure not to comply with SAMSUNG's instructions including Fabrication, Installation, Care, Maintenance, etc.;
13. Failure or dissatisfaction with appearance of joints or seams, or of any adhesive, caulk or other accessory items;
14. Workmanship of Fabricator or Installers;
15. For the Products not paid in full;
16. Failure caused by other sub-structured support, including seam failure and crack, irrelevant to countertop installation;
17. Sample colors does not guarantee exact color match to the actual installed colors. This warranty does not cover if you decide that you do not like the color you selected after the fabrication has started;
18. When visual blemishes, blotches, or color pigments are within 18mm in diameter, approximately the size of a US quarter, they are considered normal and not covered under this limited warranty;
19. Natural variation found within the product is excluded from the warranty. The Product could vary in color, size, shape and pattern of distribution in each slab. In addition, the natural color variances within an installation are not covered under the limited warranty;
20. An average of 40 or more gloss units measured are not covered under the limited warranty;
21. Any innovative use of material including curving and/or bending.
22. Thickness of material altered.
23. Installation of sinks
24. Chips or Cracks as a result of dry polishing or cutting.
25. Changing factory applied finish without prior approval from Samsung.
26. This Warranty does not cover uses of product for commercial purposes. "Commercial purpose" includes use in a retail or wholesale store, office or other place of business; and
27. Damages from other than manufacturing defect.

Except as to what is stated in this limited warranty herein, SAMSUNG makes no warranties, express or implied, in respect to the Product, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and all such warranties hereby are expressly disclaimed. SAMSUNG does not warrant that the Product will meet the end users' requirements. SAMSUNG shall not be liable for incidental, consequential, indirect, special, punitive, or exemplary damages of any kind, including lost good will,



SAMSUNG RADIANTZ™ QUARTZ SURFACES RESIDENTIAL 15-YEAR LIMITED WARRANTY

lost profits, lost business, or other indirect economic damages, and further including injury to property, whether such claim is based on theories of contract, negligence, tort (including strict liability) or otherwise, as a result of breach of any warranty regardless of whether SAMSUNG was advised, had other reason to know, or in fact knew of the possibility of such damages. SOME STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION STATED ABOVE, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS, WHICH WILL VARY FROM STATE TO STATE OR, IN CANADA FROM PROVINCE TO PROVINCE. FEDERAL WARRANTY LAW DOES NOT PERMIT THE DISCLAIMER OR MODIFICATION OF IMPLIED WARRANTIES ARISING UNDER APPLICABLE STATE LAW FOR CONSUMER PRODUCTS. HOWEVER, ANY OF SUCH IMPLIED WARRANTIES SHALL EXPIRE AT THE EARLIER OF THE EXPIRATION OF THE PERIOD OF THE IMPLIED WARRANTY REQUIRED UNDER STATE LAW.

Warranty Registration:

To register for a service under this limited warranty, you must provide the receipt or proof of purchase and installation of Radianz™ Quartz Surfaces, which clearly proves the product and date of installation. To obtain the warranty service, contact your original fabricator installer. For more information about this warranty, please write to SAMSUNG at the address below:

SAMSUNG Radianz™ Warranty Center
14251 E. Firestone Blvd.
La Mirada, CA 90638 U.S.A.
staronwarranty@samsungchemicalusa.com

This warranty cannot be modified, amended, or in any way altered except by an instrument in writing signed by an authorized officer of SAMSUNG.