

**Pfleiderer customers
United Kingdom**

Pfleiderer Duropal Worktops adhere to the applicable standards and regulations and are also tested according to EN 438:2 with regard to all relevant quality requirements.

Subject to the conditions and limitations set out in this warranty below, Pfleiderer Deutschland GmbH, warrants to the original end user of Pfleiderer Duropal Worktop products for interior residential and commercial use (hereinafter referred to as “you” or “your”) that the product will meet the performance characteristics as published in Pfleiderer technical data sheets for a period of no less than 10 years from the date of initial installation.

Pfleiderer Deutschland GmbH will, at its option, repair or replace that product without charge if it fails directly as a result of its manufacture or material used in its manufacture.

Before making a decision to purchase a Pfleiderer Duropal Worktop product please review all specifications and processing guidelines stated in the products technical data sheet and processing recommendations. Technical data sheets are available on our website www.pfleiderer.com or upon request. For further information please feel free to contact us directly.

1. This warranty does not cover damage caused by:
 - a) any act of God, any natural occurrence or any other circumstance beyond Pfleiderer Deutschland GmbH’s control; or
 - b) failure to follow any procedures recommended by Pfleiderer Deutschland GmbH for the fabrication and installation of Pfleiderer products (including, but not limited to, incorrect substrate preparation, or use of incorrect adhesives, or incorrect application of adhesives); or
 - c) any damages, which are the result of incorrect use or misuse, such as incorrect storage, incorrect transport, incorrect processing or incorrect cleaning of the products; or
 - d) physical abuse, misuse, accidents, exposure to excessive heat, improper maintenance, exposure to harsh acid solutions; or
 - e) failure of any adhesive, grout, caulk, or other accessory, or failure of any caulked or filled joint or seams; or
 - f) failure of underlying substrate; or

- g) the product being used in applications that are not recommended by Pfleiderer Deutschland GmbH in the product literature published by Pfleiderer Deutschland GmbH;
or
 - h) any Pfleiderer product that is not installed by an appropriately trained and skilled person; or
 - i) variation in colour, pattern, shade of the material against the sample material, displays and / or printed illustrations; or
 - j) outdoor application; or
 - k) where the defect is trivial or insubstantial.
2. This warranty applies only to Pfleiderer Duropal Worktop products;
- a) The warranty is only valid for products, which are official declared as Pfleiderer Duropal Worktops.
 - b) Which have not been moved from their original place of installation;
 - c) Which have been fabricated or installed by suitably qualified professionals
 - d) Which have been installed, maintained, used and protected in the manner recommended by Pfleiderer Deutschland GmbH in its published literature concerning those products, a copy of which may be obtained, free of charge, from the website www.pfleiderer.com or by writing directly to Pfleiderer UK Ltd. at the address given below; and
 - e) Where Pfleiderer Deutschland GmbH has been notified of the defect within seven days of the first person to become aware of it.
3. This warranty will cover reasonable labour charges, which are necessary for the repair or replacement of Pfleiderer Duropal worktop products covered by this warranty.
4. A replacement product from Pfleiderer Deutschland GmbH may not be reasonably available in the same colour or specification as the original Pfleiderer Duropal Worktop product covered by this warranty. If a replacement product from Pfleiderer Deutschland GmbH of the same colour or specification is not reasonably available, Pfleiderer Deutschland GmbH reserves the right to provide a replacement product of as close a shape and colour match as is reasonably possible

from Pfleiderer Deutschland GmbH's then prevailing stock range in satisfaction of its obligations under this warranty.

5. The law may confer on you rights arising out the supply of Pfleiderer products. This warranty should therefore not be read as exhaustive statement of the rights of the original end user or any other person.
6. This warranty is not transferable or assignable.
7. Enquiries regarding this warranty should be sent to:

Pfleiderer UK Limited
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Larkwood Way
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www.pfleiderer.com

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