



# WARRANTY GUIDE

# 10 Year Warranty

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Nothing in this warranty is intended to limit any condition, warranty, right or remedy available pursuant to any Australian legislation (including the Trade Practices Act 1974 and the relevant State and Territory fair trading Acts) except to the extent permitted under such legislation.

CASF warrants the following:

1. CASF warrants to the owner of the original interior benchtop or decorative Sentio Renewable Surfaces Product (the "Sentio Renewable Surfaces Product"), that should the Sentio Renewable Surfaces Product fail due to any manufacturing defect for a period of ten (10) years from the date of initial purchase, that CASF will, at its discretion, replace or repair the Sentio Renewable Surfaces Product.
2. This warranty does not cover products made by other suppliers.
3. This warranty does not apply to defects in the installation or fabrication of the Sentio Renewable Surfaces Product.
4. This warranty DOES NOT COVER damage(s) to the Sentio Renewable Surfaces Product caused by:
  - a. Improper or inadequate care or maintenance
  - b. Any material modification or misuse of the Sentio Renewable Surfaces Product, for example damage caused by failure to use chopping boards or devices to protect from excessive heat transfer.
  - c. Installation and/or operation outside the Sentio Renewable Surfaces Products interior environment specifications, for example, outdoor use.
  - d. Physical, chemical or mechanical abuse of the Sentio Renewable Surfaces Product.
  - e. Damage from exposure to excessive heat (e.g. direct heat) due to non-use of protective boards/devices or damage due to heat transmission (e.g. cooktops, ovens, fry pans, deep fryers or other heat emitting appliances).
  - f. Installation or fabrication of the Sentio Renewable Surfaces Product.
  - g. Any other improper use of Sentio Renewable Surfaces Product as stated in the "Care and Maintenance Guidelines" listed in the Sentio Renewable Surfaces Products data sheet.
  - h. Acts of god, or other incidents/occurrences beyond the control of CASF, including without limitation, fire, theft, storms, floods.
  - i. Scratching of the Sentio Renewable Surfaces Product (refer to item 9 of this warranty document for further details).
5. This Sentio Renewable Surfaces Product warranty will cover 100% of the costs of the actual Sentio Renewable Surfaces Product material, however labour costs or other indirect costs associated with the repair or replacement of the Sentio Renewable Surfaces Product pursuant to this warranty are not included in the product warranty.
6. To receive coverage under the Sentio Renewable Surfaces Product seven year warranty, proof of purchase in the form of an invoice needs to be submitted with the warranty claim.
7. This warranty is NOT transferable and applies to the original owner of the Sentio Renewable Surfaces Product only.
8. Samples of the Sentio Renewable Surfaces Product which you may be provided with prior to your purchase are only representative and are not an exact replication of what will be installed in your home. Slight variations in the colour and tone of the background are to be expected with this product. This does not affect the product performance in any manner and is not a defect.
9. Your Sentio Renewable Surfaces Product may suffer varying degrees of wear and tear, including scratching during normal use. This is not a defect in your product and the benefit of your Sentio Renewable Surfaces Product is that any scratches, scuffs and other marks associated with normal wear and tear can be removed via a sanding and buffing process.
10. Any Sentio Renewable Surfaces Product replacement or repair must first be authorized in writing by CASF or its duly appointed representative and must only be executed by a duly authorized Sentio Renewable Surfaces Product Installer/Fabricator.
11. This warranty applies only for Sentio Renewable Surfaces Product which:
  - b. Has not been moved from their original place of installation
  - c. Are maintained according to the Sentio Renewable Surfaces Care and Maintenance Guide.

This document is available via your local Sentio Renewable Surfaces Product supplier, or can be obtained by writing to CASF (for address please refer to paragraph 16 of this warranty document)
12. CASF does not guarantee that the colour of any material used to repair or replace a product covered by this Sentio Renewable Surfaces Product will be an exact colour match to the material used in the fabrication of the original benchtop. It is recommended that the purchaser retain a piece of Sentio Renewable Surfaces Product from their original benchtop (for example a sink cut-out or cooktop cut-out) which can be used should repairs be required in the future.
13. If CASF is unable to repair or replace a product covered by this Sentio Renewable Surfaces Product warranty, CASF shall, within a reasonable time after being notified of the defect refund the purchase price of the Sentio Renewable Surfaces Product provided that CASF, or its appointed representative, is entitled to the return of the Sentio Renewable Surfaces Product and is provided with access to the Sentio Renewable Surfaces Product to enable removal of the Sentio Renewable Surfaces Product.
14. To the extent permitted by law:
  - a. neither CASF or any of its third party suppliers makes any other warranty of any kind, whether express or implied, with respect to the Sentio Renewable Surfaces Product, and
  - b. except as expressly stated herein CASF and its third party suppliers specifically disclaim any implied warranties of merchantability and fitness for a particular purpose
  - c. except as provided herein CASF shall not be liable in either tort or contract for any loss, direct, consequential or incidental damages arising out of the use, or inability to use the Sentio Renewable Surfaces Product. Some states and territories do not allow the exclusion or limitation of incidental damages
15. This Sentio Renewable Surfaces Product warranty is governed by the laws applicable in Australia. The courts of Australia shall have exclusive jurisdiction over any dispute arising out of or in connection with this warranty.
16. If you have any further questions regarding this warranty please contact CASF by writing to us at: CASF PO Box 151 Blacktown NSW 2148.
17. This is the only warranty made by CASF for the Sentio Renewable Surfaces Product. No representative, dealer, sales person of any other party is authorized to make any warranty or promise on behalf of CASF with respect to the Sentio Renewable Surfaces Product. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon CASF unless made in writing and signed by an authorized employee of CASF.
18. This warranty gives you specific legal rights and you may also have other rights.