

**sentio**  
RENEWABLE SURFACES



[sentio.com.au](https://sentio.com.au)



# WARRANTY GUIDE

# 10 Year Warranty

Nothing in this warranty is intended to exclude, restrict or modify any rights or remedies that you may have under the Australian Consumer Law (ACL) contained in the Competition and Consumer Act 2010 (Cth), or under any equivalent State or Territory legislation. Our goods come with guarantees that cannot be excluded under the ACL.

CASF warrants the following:

## 1. Warranty Coverage

CASF warrants to the original owner of an interior Sentio Renewable Surfaces Product (the Product) that, for a period of ten (10) years from the date of original purchase, the Product will be free from manufacturing defects.

If the Product fails due to a manufacturing defect during the warranty period, CASF will, at its discretion, repair or replace the Product.

## 2. Exclusions

This warranty does not cover:

1. Products manufactured by other suppliers.
2. Any defect, damage or fault arising from installation or fabrication, as these are the responsibility of the installer/fabricator.
3. Damage resulting from:
  - Improper or inadequate care or maintenance.
  - Misuse, abuse, or alteration of the Product, including failure to use chopping boards or heat protection devices.
  - Installation or use in an outdoor or otherwise non-interior environment.
  - Physical, chemical or mechanical abuse.
  - Direct or indirect exposure to excessive heat (e.g. cooktops, ovens, fry pans, deep fryers).
  - Failure to follow the Sentio Care and Maintenance Guidelines.
  - Acts of God or events beyond CASF's control (fire, flood, storm, theft, etc.).
  - Scratching, scuffing or general wear and tear.

## 3. Warranty Limitations

- This warranty covers the cost of the Product material only. It does not include labour, removal, installation, plumbing, electrical, or other incidental or consequential costs.
- Proof of purchase (such as an invoice) must be provided to make a warranty claim.
- This warranty is non-transferable and applies only to the original owner and original place of installation.

## 4. Product Characteristics

Samples provided prior to purchase are representative only. Variations in colour, tone, or pattern are inherent in the Product and do not constitute a defect.

Normal wear and tear, including surface scratches or scuffs, is expected and not covered under this warranty. The benefit of Sentio Renewable Surfaces is that such marks can typically be removed by professional sanding and refinishing.

## 5. Warranty Claim Procedure

- All warranty claims must first be authorised in writing by CASF or its appointed representative.
- Repairs or replacements must be carried out by an authorised Sentio Installer or Fabricator.
- CASF does not guarantee exact colour matching for any repaired or replaced section. Retaining an offcut (e.g. from a sink or cooktop cutout) is recommended for any potential future repairs.

## 6. Replacement, Repair or Refund

If CASF determines that a valid claim exists under this warranty, CASF will, at its discretion:

- Repair or replace the defective Product; or
- If repair or replacement is not possible within a reasonable time, refund the original purchase price of the Product.

In such cases, CASF or its representative must be granted access to the Product to assess and, if required, remove and return the Product.

## 7. Limitation of Liability

To the extent permitted by law:

- CASF and its third-party suppliers make no other express or implied warranties beyond those stated herein.
- CASF expressly disclaims any implied warranties of merchantability or fitness for a particular purpose.
- CASF shall not be liable for indirect, incidental, special or consequential damages, including loss of use, arising out of or in connection with the use or performance of the Product.

Some jurisdictions do not allow exclusion or limitation of such damages, so these limitations may not apply to you.

## 8. Maintenance Requirements

This warranty applies only to Products that:

- Remain in their original place of installation; and
- Are maintained according to the Sentio Care and Maintenance Guide.

A copy of this guide is available from your local Sentio supplier or by contacting CASF at the address below.

## 9. Governing Law

This warranty is governed by the laws of Australia. Any dispute arising under or in connection with this warranty shall be subject to the exclusive jurisdiction of the courts of Australia.

## 10. Contact Information

For warranty enquiries, please contact:

CASF Australia Pty Ltd  
3/208 Walters Road, Arndell Park NSW 2148  
Email: [service@casf.com.au](mailto:service@casf.com.au)

## 11. Entire Agreement

This document constitutes the entire warranty offered by CASF for Sentio Renewable Surfaces Products.

No representative, dealer, or salesperson is authorised to modify or extend this warranty. Any modification must be made in writing and signed by an authorised employee of CASF.

## 12. Your Rights

This warranty provides you with specific legal rights. You may also have other rights under the Australian Consumer Law which cannot be excluded.