

## The Home Depot HIMACS® Solid Surface Limited Warranty

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### HIMACS Residential / Commercial 15-Year Limited Warranty

LX Hausys expressly warrants that it will repair or replace this product, free of charge, if it fails due to any manufacturing defect during the first 15-years after initial installation. If it is determined by LX Hausys or its authorized warranty service agent that a defect in the material is identified within the fifteen year period, LX Hausys will, at its sole option, repair or replace the defective HIMACS materials (include HIMACS sheets, acrylic sinks, stainless sinks) in accordance with the following warranty provisions and exclusions.

This warranty applies to HIMACS Solid Surface products purchased through Home Depot stores in the USA (including HI & AK).

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### Terms and Conditions

- The 15-year limited warranty applies to HIMACS Solid Surface materials offered by LX Hausys and installed at the time of original purchase only.
- The 15-year limited warranty applies to HIMACS Solid Surface materials that have been fabricated and installed in accordance with the Fabrication Guide Book for transportation, storage, handling, fabrication, and installation. Damage due to improper fabrication or installation is the responsibility of the fabricator/installer.
- This warranty applies to HIMACS Solid Surface materials that have been properly maintained in accordance with the Care & Maintenance Guidelines available at <http://www.lxhausysusa.com>.
- This warranty applies to HIMACS Solid Surface materials that have been permanently installed and have not been moved from the original location.

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### Exclusions

This warranty shall not apply to:

- Products and/or materials that have not been paid in full.
- Issues or occurrences that are inherent characteristics of HIMACS Solid Surface, regardless of whether viewed as a defect by the purchaser.
- Damage caused by faulty or improper fabrication and installation, includes but not limited to, seams, seam performance, and caulking.
- Damage caused by any instability or improper support occurring in the property in which the product has been installed, including, but not limited to, shifting, settling, or movement of the substrate.
- Damage caused to any materials that have been moved, removed or relocated from its original place of installation.
- Damage caused by any form of abuse, accidents, or misuse, including but not limited to, scratches, burns, stains, or cracks.
- Damage caused by exposure to heat, including but not limited to, white rings or marks, and cracking that occurs near a cook top that transmits heat through a cooking device that extends over or near the countertop for an extended period of time. Damage or cracking caused by thermal shock.
- Color variance or variations in color and/or pattern on repairs. Exact matching of color on repair work performed in conjunction with this warranty is not guaranteed.

LX Hausys is not responsible for damage or injury caused in whole or part by acts of nature, job site conditions, exterior installations, architectural or engineering design, structural movement, acts of vandalism, accidents.

This warranty is extended to the original purchaser and may be transferred or assigned. A purchase receipt or other acceptable proof purchase will be required before warranty service is rendered. If transferred, a new warranty registration must be submitted with proof of the original purchase. The new warranty will be valid for the remaining time since the original purchase.

No other express or implied warranties of merchantability or fitness for a particular purpose are made by this warranty except for those expressly provided herein. Under no circumstances shall LX Hausys be liable for any loss or damage arising from the purchase, use or inability to use this product, or for any special, indirect, incidental or consequential damages.

This warranty entitles the purchaser to specific legal rights. Other rights may also be available, which may vary from state to state. Some states do not permit the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

To obtain service under this limited 15-year warranty, please contact 877-735-6816 or send an email to [lxhausys@mywarrantyclaim.com](mailto:lxhausys@mywarrantyclaim.com).

Please provide the following items:

- Proof of purchase listing the product(s) and installation date
- Homeowner's name, address, e-mail and phone number
- A description of the issue or concern
- Pictures of the issue including overview and close-up shots
- Name and contact information of the fabrication/installation company

You must permit your Certified Installer or LX Hausys authorized agent to inspect your HIMACS product, and you must reasonably cooperate with your installer and LX Hausys agent in the efforts to provide service in conjunction with this limited 15-year warranty. If the problem is not handled to your satisfaction, please contact our representatives directly by email:

LX Hausys America, Inc.  
900 Circle 75 Parkway, Suite 1500  
Atlanta, GA 30339  
**warranty@lxhausys.com**  
[www.lxhausysusa.com](http://www.lxhausysusa.com)

Please include the phrase "HIMACS, 15-year limited warranty" in all correspondence.