



Florestone Warranty Terms and Conditions

Residential and Commercial Limited Warranty

Florestone warrants covered products against defects in materials and workmanship for the applicable warranty periods stated below, provided the product has been properly installed, used, and maintained in accordance with Florestone installation instructions, applicable codes, ordinances, and the terms of this warranty.

AcrylX™ and Solid Surface Models

AcrylX™ applied acrylic and solid surface models are warranted for the lifetime of the product for residential applications and for thirty (30) years for commercial applications. This warranty applies to defects in materials and workmanship attributable to Florestone.

Three (3) Year Limited Warranty

Florestone Molded Shower Receptors, Terrazzo Shower Bases, Molded Mop Bases, Utility Sinks, Terrazzo Mop Bases, RTM/LRTM Shower Units, and RTM/LRTM Bath/Shower Combinations are warranted for three (3) years from the date of purchase against defective workmanship and materials solely attributable to Florestone, when installed by a licensed professional in accordance with installation instructions, local codes, and ordinances.

- Molded Shower Receptors
- Terrazzo Shower Bases
- Molded Mop Bases
- Utility Sinks
- Terrazzo Mop Bases
- RTM/LRTM Shower Units and Bath/Shower Combinations

Warranty Remedy and Conditions

If, following inspection by an authorized Florestone representative, a product is determined to contain a covered defect attributable to Florestone, Florestone will, at its discretion, repair or exchange the product. If Florestone determines that the product is repairable and the customer refuses the authorized repair, all remaining warranty coverage for that product will be void.

This warranty is non-transferable and is void if the unit is removed from its original place of installation. Shipping damage is not a manufacturing defect and is the responsibility of the carrier. The purchaser is responsible for inspecting the product at delivery and pursuing applicable freight claims with the carrier.

Repair, Replacement, and R&R Authorization

Upon inspection by an authorized Florestone representative, Florestone will, at its sole discretion, repair or replace a unit determined to contain a covered defect in materials or workmanship. Replacement will be considered only after reasonable efforts to restore the unit to an acceptable condition have been exhausted. If the product is determined to be repairable and the customer refuses the authorized repair, all remaining warranty coverage for that product will be void.

Unless specifically authorized in writing by the Florestone Warranty Department, warranty coverage does not include labor, materials, transportation, demolition, removal, reinstallation, or other costs associated with removal and replacement (R&R). A technician's inspection, recommendation, or statement that R&R may be appropriate does not, by itself, constitute authorization for R&R costs.

When Florestone specifically authorizes R&R, authorization must be documented in writing before the work is performed unless the Warranty Department expressly approves otherwise. Authorization is limited to the scope and amount specifically approved. Costs incurred outside the documented authorization are not the responsibility of Florestone.

R&R Invoice Submission Deadline. All invoices and supporting documentation for an approved R&R must be submitted to the Florestone Warranty Department within one hundred twenty (120) calendar days of the documented R&R approval date. Invoices submitted after the 120-day period are not eligible for reimbursement. Florestone is not responsible for R&R costs submitted after this documented timeframe.



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Submission of an invoice does not constitute automatic approval for payment. Reimbursement is limited to documented, authorized costs and remains subject to review of the invoice and supporting documentation. Costs incurred without documented authorization, costs exceeding the approved scope or amount, and costs submitted outside the 120-day period remain the responsibility of the party that incurred them.

General Warranty Exclusions and Limitations

- Florestone is not responsible for damage caused by improper installation, abrasive cleaners, careless handling, inadequate cleaning or maintenance, unauthorized repairs or modifications, flood, fire, lightning, acts of nature, or other outside causes.
- Florestone disclaims responsibility for defective workmanship or materials supplied by installers, contractors, or other third parties. Florestone is responsible only for its own workmanship and materials existing when the unit leaves the Florestone facility.
- To maintain warranty rights, the unit should be kept clean and caulking should be regularly maintained. Unauthorized modification or alteration after the product leaves the factory may void warranty coverage.
- This warranty does not cover equipment or accessories not installed by Florestone, and Florestone is not responsible for resulting issues.
- Except for costs specifically authorized in writing under an approved R&R, Florestone is not responsible for consequential or incidental damages, including inconvenience, loss of time, incidental expenses, or labor and material costs associated with installation or associated hardware.
- Outdoor storage is not recommended. However, outdoor storage alone does not eliminate coverage for an otherwise covered defect in materials or workmanship.

Claim and Documentation Submission Requirements

To obtain warranty service, the customer must provide prompt notice of the claim to Florestone and provide photographs, proof of purchase, delivery documentation, installation information, or other supporting documentation reasonably required to evaluate the claim.

Concealed damage claims must be reported within one hundred twenty (120) days from the date of delivery and apply only to product remaining at the original delivery location. For LTL shipments, damage must be reported within seven (7) days of delivery.

These claim-reporting deadlines are separate from the R&R invoice submission requirement. When R&R has been approved in writing, all invoices and supporting documentation must be submitted within one hundred twenty (120) calendar days of the documented approval date. Florestone will not be responsible for R&R invoices or associated costs submitted after that period.

Warranty Service Contact Information

Florestone Warranty Service Center: 800.466.8827 | warranty@florestone.com

Application Definitions

Residential Use means a unit installed in a permanent residential dwelling of individual ownership, including, but not limited to, a single-family home, multi-family home, or condominium.

Commercial Use means a unit installed in a commercial or transient lodging application, including, but not limited to, a healthcare facility, dormitory, hotel, or apartment complex.