



Swan & Florestone Warranty Terms and Conditions

Swan and Florestone warrant to the original purchaser and end user that covered products will be free from defects in materials and workmanship for the applicable warranty periods stated below, provided the products are properly installed, used, and maintained in accordance with the manufacturer's installation instructions, applicable codes, and the terms of this warranty.

1. Swan Residential Limited Warranty

If a Swan product covered by this warranty is determined, following inspection by an authorized Swan representative, to contain a defect in materials or workmanship, Swan will repair the product or, at Swan's option, exchange it for a comparable model. If Swan determines that the product is repairable and the customer refuses the authorized repair, all remaining warranty coverage for that product will be void. Coverage applies only while the product remains at its original place of installation.

This warranty applies only to products installed in accordance with Swan's installation instructions and used as recommended. It does not cover damage resulting from misuse, abuse, improper installation, careless handling, unauthorized repair or modification, or seams or alterations made by professional tradespeople or fabricators.

Unless specifically authorized in writing by the Swan Warranty Department, Swan's obligation to repair or exchange a covered product does not include labor, demolition, transportation, removal, reinstallation, or other incidental or consequential costs.

Residential Warranty Periods - Swan Limited Lifetime Warranty

- SWANSTONE® Kitchen Sinks
- Granite Kitchen Sinks
- SWANSTONE® Vanity Tops and Bowls
- SWANSTONE® Wall Panels, Trim Kits and Accessories
- SWANSTONE® Shower Pans
- SWANSTONE® Wainscoting
- VERITEK™ Bath Walls
- VERITEK™ Shower Pans
- VERITEK™ Bathtubs
- VERITEK™ Alcove Walls
- SWANSTONE® Vanity Top Blanks
- SWANSTONE® Utility Sinks

Fifteen (15) Year Limited Warranty

- VERITEK™ PRO

Ten (10) Year Limited Warranty

- SWANSTONE® Countertops

One (1) Year Limited Warranty

- VERITEK™ Laundry Tubs and Mop Sinks

2. Swan Commercial Limited Warranty

If a Swan product covered by this warranty is determined, following inspection by an authorized Swan representative, to contain a defect in materials or workmanship, Swan will repair the product or, at Swan's option, exchange it for a comparable model. If Swan determines that the product is repairable and the customer refuses the authorized repair, all remaining warranty coverage for that product will be



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void. Coverage applies only to the original purchase and installation and while the product remains at its original place of installation.

This warranty applies only to products installed in accordance with Swan's installation instructions and used as recommended. It does not cover damage resulting from misuse, abuse, improper installation, careless handling, unauthorized repair or modification, or seams or alterations made by professional tradespeople or fabricators.

Unless specifically authorized in writing by the Swan Warranty Department, Swan is not responsible for labor, demolition, transportation, removal, reinstallation, or incidental or consequential costs.

Commercial Warranty Periods - Swan

Thirty (30) Year Limited Warranty

- SWANSTONE® Vanity Tops and Bowls
- SWANSTONE® Bath Wall Panels, Trim Kits and Accessories
- SWANSTONE® Wainscoting
- SWANSTONE® Vanity Top Blanks
- SWANSTONE® PERFOMIX Shower Pans

Ten (10) Year Limited Warranty

- SWANSTONE® Kitchen Sinks
- Granite Kitchen Sinks
- SWANSTONE® Shower Pans
- SWANSTONE® Countertops

Five (5) Year Limited Warranty

- VERITEK™ Bath Walls
- VERITEK™ Shower Pans
- VERITEK™ Bathtubs
- VERITEK™ Alcove Walls
- SWANSTONE® Utility Sinks

Three (3) Year Limited Warranty

- VERITEK™ PRO

One (1) Year Limited Warranty

- VERITEK™ Laundry Tubs and Mop Sinks

3. Florestone Limited Warranty

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

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.

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.



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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.

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.

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.

4. Repair, Replacement, and R&R Authorization

Upon inspection by an authorized representative, Swan or Florestone will, at its sole discretion, repair or replace a unit found 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 manufacturer determines that the product is 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 applicable Swan or 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 Swan or 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 Swan or Florestone.

R&R Invoice Submission Deadline. All invoices and supporting documentation for an approved R&R must be submitted to the applicable Swan or 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. Swan and Florestone are not responsible for R&R costs submitted after this documented timeframe.

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.

5. General Warranty Exclusions and Limitations

- This warranty is void if the unit is moved from its original installation location or is not installed in accordance with the manufacturer's instructions.
- This warranty does not apply to units subjected to accident, abuse, misuse, improper installation, careless handling, unauthorized repair or modification, flood, fire, or other acts of nature.



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- This warranty does not cover equipment or accessories not installed by Swan or Florestone, and Swan or Florestone is not responsible for resulting issues.
- Except for costs specifically authorized in writing under an approved R&R, Swan and Florestone are 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.
- The obligations of Swan and Florestone are limited to those expressly stated in this warranty and do not extend to contingent or indirect damage to property or its contents.
- Outdoor storage is not recommended. However, outdoor storage alone does not eliminate coverage for an otherwise covered defect in materials or workmanship.

6. Claim and Documentation Submission Requirements

To obtain warranty service, the customer must provide prompt notice of the claim to Swan or 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. Swan and Florestone will not be responsible for R&R invoices or associated costs submitted after that period.

7. Warranty Service Contact Information

Swan Warranty Service Center: 800.325.7008 | warranty@swanstone.com

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

8. 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.