ENIGMA

Beauty Beyond Limits

RESIDENTIAL WARRANTY

Enigma Surfaces by AHD Surfaces offers an innovative new material comprised of Gibbsite and Silicon Oxide. This next generation material passes stringent quality standards and controls producing a beautiful and durable surface perfect for myriad uses.

25-YEAR LIMITED WARRANTY

Enigma Surfaces provides a **25-Year Limited Warranty** to the original owners/purchasers of Enigma Surfaces installed in indoor residential projects. We warrant that the material will be free of manufacturing defects for the term of this warranty. It is the obligation of the owner to inspect the finished installed material upon receipt. Should damage occur after installation it is the responsibility of the owner. Should Enigma Surfaces and/or its authorized agents verify that there is a manufacturing defect within the warranty period, Enigma Surfaces will, at its sole discretion, repair or replace the defective material. Replacement is limited to the replacement of the slab(s) necessary to substitute for the defective material.

LIFETIME STAIN WARRANTY

Thanks to the cutting-edge technology of NEOS, Nano Enhancement of Surfaces, an innovative high-performance stain and substance repellent technology developed for Enigma Surfaces, we are the only brand to include a Lifetime Stain Warranty.

The Lifetime Stain Warranty of Enigma Surfaces guarantees that your countertop will resist staining and will be protected from a broad range of chemicals and acid corrosion (between pH1 and pH13).

NEOS creates a protective coating that repels any substance below pH13, ensuring that your countertop will not become stained by direct contact with food, drinks, as well as household cleaning products. For best results, Enigma Surfaces recommends cleaning stains immediately. Do not let any substance dry on the surface. Please read our Care and Maintenance Guide for proper cleaning and maintenance techniques.

In the event your countertop gets stained by short exposure to a substance of the established range, Enigma Surfaces undertakes to repair or change the countertop at its sole discretion*.

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General Terms

Enigma Surfaces warrants only product that has been transported, handled, fabricated and installed according to industry standards by a professional fabricator/ installer. Improper transportation, handling, fabrication, or installation will void the warranty.

This warranty applies only to products that have been permanently installed and that have not been moved or displaced since original installation. This warranty applies only to product fabricated and installed in the US or Canada.

In order to benefit from the warranty, you need to register your product purchase with the Enigma Surfaces website, ***www.enigmasurfaces.com****. Failure to do so within 30 days from the date of purchase will void the warranty.*

Exclusions

Product that has not been paid for in full is not subject to this warranty.

This warranty does not cover any outdoor installations or applications.

This warranty is non-transferrable.

This warranty does not cover damage caused by improper shipping, handling, fabrication, or installation of the material. Any deviation from industry standard fabrication and installation guidelines will void this warranty.

The professional fabricator/installer is responsible to inspect the Enigma Surfaces material before fabricating and/or installing the product. It is also the end user's responsibility to inspect the finished product before permanent installation.

This warranty does not cover products installed with known or visible manufacturing defects at the time of installation, including but not limited to variance or flatness deviation beyond defined tolerances, and/or perceived visual imperfections.

This warranty does not cover damage resulting from inappropriate substrate conditions (unstable substrate, improper support) at the location where the material is installed. Any damage caused by the substrate failing, shifting, moving, etc., will void the warranty.

This warranty does not cover damage caused by insufficient or improperly designed support which causes such damage. Damage to cabinets or areas surrounding the install area caused by fabricator or installer is not covered by this warranty.

This warranty does not cover fabrication or installation errors or oversights.

This warranty does not cover damage resulting from displacing or moving the material from its original installation location.

This warranty does not cover any costs, including but not limited to, tear-out, new fabrication, installation and related costs involved in a replacement.

All fabrication and installation must be performed by fabricators/installers approved by our exclusive distributors for the warranty to be valid.

This warranty does not cover appearance or performance of seams.

Improper care and maintenance methods that in any way deviate from what is expressly written in the Enigma Surfaces Care and Maintenance Guide will void the warranty. This warranty does not cover any material that has been subject to abuse, misuse or excessive heat, as well as scratches, stains, cracks and chips resulting from such misuse or abuse. Further this warranty does not apply to damage caused by chemicals or prolonged exposure to UV rays, extreme heat or cold, or thermo shock caused by sudden severe temperature changes.

When choosing a color, please refer to samples only as a general indication of a particular color's design pattern, aesthetics and hue. Samples are not guaranteed to be an exact replica of Enigma Surfaces slabs and may vary from the actual installed product. Be advised that some colors contain movement or veining and due to the randomness of this effect, samples of these colors may not show this overall aesthetic.

General Limitations

Enigma Surfaces´ obligation under this Limited Lifetime Warranty and Lifetime Stain Warranty is limited solely to the repair or replacement of the failed product. Such repair or replacement, however, shall not include the performance of any other repairs or modifications that may be necessary to achieve the actual repair or replacement of the failed product (for example, any plumbing, electrical, tile or wall surfacing repairs or modifications). Such other repairs and modifications shall be the responsibility of the customer.

*Regarding the Lifetime Stain Warranty, it becomes effective when all standard industry protocol for stain removal has been exhausted. Enigma Surfaces has the right to conduct any test to your surface to verify and assess the damage caused, and therefore the final compensation to the customer. In the event Enigma Surfaces decides to replace warranted material, that replacement is limited to the same color and pattern as originally installed, no exceptions.

In order to obtain service under this warranty, you must permit your Enigma Surfaces fabricator or Enigma Surfaces authorized agents to inspect your product at the residence. You must also reasonably cooperate with your fabricator and Enigma Surfaces agents in the efforts to service this warranty.

Except to the extent expressly stated herein or otherwise required by applicable law, Enigma Surfaces disclaims all warranties and representations, expressed or implied, statutory or otherwise, including without limitation, any implied or expressed warranties of non-infringement of third party rights, satisfactory quality, merchantability or fitness for a particular purpose.

Enigma Surfaces shall not be responsible or liable in either contract or tort, and whether or not Enigma Surfaces has been advised of the possibility of such loss or damage, for any loss or damage, including, without limitation direct, indirect, special, consequential or incidental, arising out of the inability to use or delays in installation of/or repairs to the products manufactured by Enigma Surfaces.

Enigma Surfaces will not be held liable for any injury or damage caused by engineering or architectural design, structural issues, accidents, job site conditions, vandalism, or acts of God. Please check your state's laws to determine which local laws or additional rights apply to you, as this may vary from state to state.