

LABASTILLE

Warranty Document

Limited one year warranty offered by La Bastille

La Bastille will repair or replace, at their discretion, any faulty product deemed to be the result of material or manufacturing defects. This does not include damage due to improper handling, installation, consequences of inappropriate use of surface, improper maintenance of the surface, accidental damage, or leaving the uninstalled product in an unconditioned or unsecured space for an extended period of time.

La Bastille specializes in the use of living metals which naturally patina and respond to their environment. Defects do not include naturally occurring changes to the surface due to patina and/or use.

The purchaser will have the obligation to inspect the product immediately upon receipt and before installation to determine if damage has occurred during shipping. Damage resulting from shipping must be reported immediately in writing to La Bastille. Damaged components that will be replaced by La Bastille must be returned to our warehouse. Labor costs for other contractor's work and/or replacement of adjacent materials are not included in warranty coverage. This warranty is limited to the repair or replacement only of the defective parts that are returned to La Bastille, after we determine them to be defective. Products returned for repair or replacement must be given prior authorization by La Bastille management before shipping.



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What Will Void the Warranty?

- Cutting the product to fit individual pieces on site (this does not include small drilled apertures for drains and line sets as described in the installation manual).
- Pieces that have been treated with anything other than the recommended items listed on our care instruction will not be subject to any warranty replacement; specifically, harsh cleaners with bleach and/or ammonia.
- Installation without a sub top when a sub top is recommended by La Bastille.
- Running fasteners completely through the top.
- Installing the tops in a manner contrary to the method described in our installation guide or contrary to specific instructions given from an authorized La Bastille representative.
- Gross negligence for care, maintenance, or upkeep as described in the care instructions, including, but not limited to, the placement of extremely hot items directly on the surface, products left in standing water (including rubber mat negligence), or walking or standing on the product.
- We cannot warranty a bar top that is stepped on, climbed over, or otherwise used in a manner which compromises the integrity of the product.
- Any other mistreatment or misuse that we deem gross neglect of our product.

