



Limited Warranty (Laminate Countertops)

1. Warranty Coverage

Colonial Countertops Ltd. provides a **one-year warranty** against defects in both **product and labor** for newly installed laminate countertops. This warranty covers workmanship during installation, including proper setting of countertops and attachment to millwork/cabinets. It **does not cover** damage resulting from misuse, neglect, or failure to follow proper care and maintenance guidelines.

2. Proper Use and Responsibilities

Laminate is primarily a **paper-based surfacing product** and is susceptible to **burns, cuts, scratches and potential water damage**. Customers are responsible for:

- Using **cutting boards** to avoid cutting directly on the surface.
- Always placing **trivets or hot pads** under hot cookware or appliances (e.g., toasters, coffee makers) to avoid **thermal shock** or **delamination**.
- Avoiding abrasive objects and preventing repetitive sliding of items which may wear or scratch the surface.
- Preventing standing water, especially around **seams and mitres**, which may cause **swelling** of the substrate. Swelling is permanent, not repairable or covered by warranty.

3. Seams and Joint Care

Seams, including mitre joints, are put together with a water-resistant wood glue to resist water intrusion. Please note this is only water resistant, **not waterproof**. Appliances generating steam or heat should not be placed near seams, as this can increase the risk of water damage. **Water damage or seam swelling** is not covered under warranty.

4. Maintenance and Cleaning

To maintain your countertop's appearance and warranty:

- Clean regularly with a **damp, non-abrasive cotton cloth** and **mild detergent**.
- Do **not** flood the laminate surface with water, particularly around seams.
- Avoid abrasive cleaners, steel wool, or scouring pads (e.g., Scotch-Brite®), which can scratch and dull the surface.

- Do not use products containing **acid, alkali, or sodium hypochlorite** (e.g., bleach, rust removers, drain cleaners), which can discolor or damage the laminate.

5. Exclusions and Limitations

The warranty **does not apply** to:

- Damage from heat, impact, cutting, or water/moisture exposure.
- Wear and tear such as scratches, chips, burns, or stains from chemical exposure or dye-based products.
- Work or modifications completed by **third-party contractors**, including cabinetry, electrical, or plumbing.
- Any repairs or replacements required due to **improper maintenance or use**.
- Indirect or consequential damages, including the removal or reinstallation of related household items (e.g., tile, electrical, plumbing, etc.).

6. Claims Process

To make a warranty claim:

- Submit the claim **within one year** of installation.
- Include proof of purchase and installation documentation.
- Claims will be reviewed within **ten business days**.
- **Full payment** must have been received for warranty coverage to apply.

7. Product Characteristics

- **Natural color, texture, and gloss variations** in laminate are not considered defects.
- **Minor pitting or fissures** may be present due to the manufacturing process.
- Laminate may develop **seams or slight variations** that are visible; these are standard within industry norms and not grounds for warranty service

8. Manufacturers Warranty and Additional Information

If applicable, please register for manufacturer warranties. For detailed care and maintenance information, please refer directly to the laminate manufacturers:

- [Arborite](#)
- [Formica](#)
- [Wilsonart](#)
- [Panolam](#) (Pionite / Nevamar)

9. Non-Transferable

The warranty for your countertop is non-transferable, meaning it is only valid for the original purchaser and cannot be passed on to a new homeowner if the property is sold. This policy ensures the warranty covers only the original installation under the initial usage conditions. Any future issues arising after the property changes ownership will not be covered, even if the warranty period has not expired.