

Warranty and Customer Service Policy

- 1.) Sterling Manufacturing warrants their product to be free of manufacturing and installation defects:
 - Free of scratches and residue
 - Finished to a matte finish (Corian)
 - Covered with plastic to protect the surface of the tops
 - Tagged with warning labels
 - Properly drilled holes
 - Installed in a professional manner
 - All caulking filled and cleaned

- 2.) During the construction process we will repair minor scratches that have occurred due to normal construction activity.

- 3.) Any damage that occurs during construction due to negligence, use of countertops as a work-bench, or improper cleaning will result in a chargeable service call.

- 4.) After the unit has closed, or 90 days, whatever comes first, all service calls not due to workmanship or warranty issues will be chargeable.

- 5.) All punch-out and warranty work will be addressed within 72 hours of notification.

- 6.) Work orders or payment must be received before non-warranty services will be scheduled.

