COMPLETE TERMS AND CONDITIONS

Limited Lifetime Residential Warranty

Effective date: June 1, 2026

This document states the complete terms governing residential warranty coverage for eligible AUTHTERRA surface material. It covers qualifying manufacturing defects, defines the available remedy, and explains eligibility, transfer, exclusions, and the claim process.

ORIGINAL HOMEOWNER	ONE TRANSFER	REMEDY
Limited lifetime	Through year 10	Repair or replacement material

1 Scope of coverage

This Limited Lifetime Residential Warranty (the "Warranty") applies to eligible surface products sold under the AUTHTERRA brand. This Warranty applies to eligible products originally installed in the United States on or after June 1, 2026.

Third parties may assist with claims but may not modify or extend this Warranty or bind AUTHTERRA unless authorized in writing.

2 Limited lifetime coverage

Subject to all terms, limitations, and exclusions in this Warranty, AUTHTERRA warrants that eligible AUTHTERRA surface material will be free from covered manufacturing defects during the applicable warranty period.

For the original eligible homeowner, limited lifetime means the period that homeowner owns the residence where the product was permanently installed, provided the installation remains eligible for residential coverage. Coverage begins on the original installation date.

3 Eligibility

Original homeowner coverage applies only when all of the following requirements are satisfied:

- The product is a genuine, first-quality AUTHTERRA surface identified as eligible for residential warranty coverage.
- The claimant is the original purchaser and an owner-occupant of the residence, subject to the new-construction provision below.

- The product is permanently installed in the interior of an owner-occupied private residence.
- The product was fabricated and installed by qualified professionals in accordance with AUTHTERRA technical requirements and generally accepted industry practices.
- The homeowner has paid the seller in full for the product, and the product remains installed in its original location.
- The claimant provides reasonable documentation establishing product identity, purchase, original installation date, and eligibility.

Eligible residences include owner-occupied single-family homes, condominiums, and townhomes. Rental properties, commercial properties, and multifamily common areas are not eligible. Vacation rentals are classified as commercial use.

4 New construction

When eligible AUTHTERRA material is purchased by a builder or developer and installed before the residence is sold, the first homeowner who takes title to and occupies the completed residence will be treated as the original eligible homeowner. Coverage is measured from the original installation date. The builder, developer, contractor, fabricator, or installer does not receive limited lifetime homeowner coverage.

5 One time automatic transfer

This Warranty automatically transfers one time to the immediately succeeding owner-occupant of the residence. Coverage for the succeeding homeowner expires on the tenth anniversary of the original installation date. Coverage does not restart or extend when ownership changes.

- The succeeding homeowner must own and occupy the residence.
- The product must remain permanently installed in its original location.
- The succeeding homeowner must provide reasonable ownership and original-installation documentation with any claim.
- The Warranty may not be transferred again, and no transfer occurs after the tenth anniversary of original installation.

6 Proof of eligibility

Registration is not required for warranty coverage. The claimant must provide satisfactory proof of purchase, product identity, original installation date, ownership, and occupancy.

7 Covered manufacturing defects

This Warranty covers manufacturing defects in AUTHTERRA material that materially impair its appearance, structural integrity or ordinary function in an approved residential application, subject to the terms and exclusions below. Coverage applies only to the affected AUTHTERRA material.

AUTHTERRA determines coverage after reviewing evidence and, when reasonably necessary, inspecting the installation. Fabrication and installation workmanship, accessories, and other building materials are not warranted by AUTHTERRA.

8 Warranty remedy

If AUTHTERRA confirms a covered manufacturing defect, AUTHTERRA will, at its discretion:

- Repair the affected AUTHTERRA material; or
- Provide replacement AUTHTERRA material of reasonably comparable type, quality, quantity, and value.

AUTHTERRA will pay the costs associated with repairs it approves and authorizes. All repairs covered under this Warranty must be arranged by AUTHTERRA and performed by a service provider authorized by AUTHTERRA. Independently arranged repairs and related expenses are not reimbursable, except where required by applicable law.

Repair or replacement material is the exclusive remedy available under this Warranty to the extent permitted by applicable law. No cash refund or credit is provided unless required by applicable law. A repair or replacement does not restart or extend the warranty period. The repaired or replacement material receives only the coverage remaining for the original installation.

9 Replacement availability and appearance

Colors, designs, patterns, finishes, dimensions, and production methods may change or be discontinued. Exact matching is not guaranteed. If the original product is unavailable, AUTHTERRA may provide a reasonably comparable current product.

10 Costs not covered

Replacement coverage is limited to the affected AUTHTERRA material. The cost exclusions below do not apply to costs expressly included in an AUTHTERRA-authorized repair. Except for those repair costs, costs approved by AUTHTERRA in writing, or costs required by applicable law, this Warranty does not cover or reimburse:

- Removal, disposal, freight, delivery, handling, storage, measurement, templating, fabrication, edge work, seams, installation, or reinstallation.
- Plumbing, electrical, appliance, fixture, mechanical, cabinetry, tile, backsplash, wall, flooring, paint, trim, or surrounding-material work.

- Access work, refinishing or replacement of unaffected or adjacent material, and inspection, testing, or professional fees without prior written authorization.
- Loss of use, inconvenience, temporary housing, lost income, business interruption, diminished property value, or damage to other property.

11 Exclusions

This Warranty does not cover conditions, damage, failures, or costs caused by or arising from the following.

Fabrication and installation

- Improper handling, storage, transportation, fabrication, or installation.
- Inadequate support or improper overhangs, spans, cutouts, corners, edges, seams, substrates, sinks, fixtures, appliances, or fasteners.
- Failure to follow AUTHTERRA technical requirements or generally accepted industry practices.
- Additional damage or costs resulting from fabrication or installation of material with an observable defect before AUTHTERRA has had an opportunity to assess it.

Buildings and surrounding conditions

- Movement, settlement, deflection, vibration, or failure of cabinets, substrates, framing, foundations, walls, or supporting structures.
- Water intrusion, leaks, flooding, fire, earthquake, severe weather, vandalism, accidents, construction, remodeling, demolition, or other external causes.

Use, care, and maintenance

- Impact, abuse, misuse, or excessive force.
- Scratches, chips, cracks, or abrasion resulting from mishandling, misuse, impact, improper fabrication or installation, inadequate support, or another excluded cause.
- Excessive or uneven heat, thermal shock, or use of incompatible chemicals, cleaners, solvents, or cleaning methods contrary to AUTHTERRA care instructions.
- Ordinary wear, stains, residue, water spots, or temporary marks removable through reasonable cleaning.

Alteration and relocation

- Bending, thermoforming, thickness reduction, or other alterations not permitted by AUTHTERRA fabrication instructions. Fabrication expressly permitted by those instructions is not excluded by this provision.
- Unauthorized resurfacing, honing, refinishing, modification of the factory finish, or application of unapproved coatings, sealers, films, or treatments.

- Removal, relocation, reuse, or reinstallation of the product.

Noncovered applications

- Commercial use, including vacation rentals; institutional, public-facing, or other rental use.
- Exterior or outdoor applications, flooring, temporary installations, recreational vehicles, boats, mobile applications, firebox interiors, direct flame contact, or other excessive-heat environments.
- Any application not identified as approved in AUTHTERRA technical information.

Fireplace surrounds installed with the clearances required by the fireplace manufacturer and applicable building codes are not excluded by this provision.

A scratch, chip, or crack is not excluded solely because of its appearance. The cause of the condition determines whether it is covered.

12 Appearance and inherent variation

Variations inherent to the selected design, including color, tone, veining and pattern placement, are not manufacturing defects. Samples, photographs and digital images may differ from the installed surface. Visible seams and pattern transitions resulting from fabrication or installation are not manufacturing defects.

Personal preference or dissatisfaction with the selected design does not establish a manufacturing defect. Appearance concerns are evaluated according to their cause and the coverage terms in Section 7.

13 Inspection before fabrication

The fabricator must inspect the material before fabrication and installation. Report any observable suspected manufacturing defect to AUTHTERRA and allow an opportunity for assessment before proceeding. Work performed before assessment may limit the remedy to the extent it prevents evaluation or causes additional damage or costs. The underlying manufacturing defect remains subject to the coverage terms in Section 7.

14 How to submit a claim

The claimant must notify AUTHTERRA within 30 days after discovering the reported condition, or within any longer period required by applicable law. The claim must be submitted before the product is removed, repaired, refinished, materially altered, or replaced, unless emergency action is reasonably necessary to prevent personal injury or additional property damage.

Warranty contact. For claims, email warranty@authterra.com or write to AUTHTERRA Warranty Service, 2701 E. 5th Avenue, Tampa, Florida 33605. Claims may also be initiated through the original seller.

To start a claim: 1. Notify AUTHTERRA. 2. Provide the information below. 3. Allow reasonable inspection access:

- Name, contact information, installation address, and proof of ownership and occupancy.

- Proof of purchase and original installation date.
- Product name, color, thickness, quantity, and available slab, lot, batch, seller, fabricator, or installer information.
- Full-area and close-up photographs plus a description of the condition and when discovered.
- Reasonable access for inspection by AUTHTERRA or its representative.

Keep the product installed and reasonably protected until inspection. Failure to cooperate may delay or prevent claim resolution.

15 Care and technical information

Homeowners, fabricators, and installers should follow the applicable AUTHTERRA care and technical information in effect on the original installation date. Those documents guide product use but do not modify or expand this Warranty.

16 Limitation of liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AUTHTERRA WILL NOT BE LIABLE UNDER THIS WARRANTY FOR INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES. THIS LIMITATION DOES NOT APPLY TO PERSONAL INJURY, FRAUD, WILLFUL MISCONDUCT, OR A RIGHT OR LIABILITY THAT CANNOT LEGALLY BE EXCLUDED OR LIMITED.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

17 Implied warranties

ANY IMPLIED WARRANTY IS LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

18 State law rights

This Warranty gives you specific legal rights, and you may also have other rights which vary from State to State. Nothing in this Warranty limits a right or remedy that cannot be waived under applicable law.

19 Complete warranty

This document constitutes the complete AUTHTERRA Limited Lifetime Residential Warranty. Any overview, advertisement, website description, dealer material, or sales presentation is a summary only. If a summary conflicts with this document, this Warranty controls, subject to applicable law. Warrantor: Fugle Surfaces Inc., 2701 E. 5th Avenue, Tampa, FL 33605.

Warranty service: warranty@authterra.com