

A large, dark grey, stylized letter 'S' is the central focus. Inside the horizontal bar of the 'S', the word 'meld' is written in a lowercase, white, sans-serif font. The background is a light grey color with a repeating pattern of small, interconnected geometric shapes, possibly representing a stone or tile pattern.

meld

5 Year Limited Warranty  
for ecoX, micro and Xposed slabs

## EcoX<sup>®</sup>, Micro & Xposed<sup>™</sup> Surfacing: Limited 5 Year - Warranty

Meld USA, at its sole option, shall repair or replace any ecoX, micro or Xposed permanently installed surface if it fails solely due to a manufacturing defect within a period of five (5) years from the original date of installation.

This warranty applies to the original owner/purchaser of the original installation. Meld USA's obligation hereunder is limited solely to the repair or replacement of the ecoX, micro or Xposed surface in question.

### Warranty Coverage

- A. This warranty only applies exclusively to the original owner/purchaser of the ecoX, micro or Xposed surfaces for only the repair or replacement of the defective product.
- B. This warranty applies only to ecoX, micro and Xposed surfaces that have been permanently installed in interior applications and not moved from their original installation location.
- C. This warranty only covers ecoX, micro or Xposed surfaces that have been installed by qualified fabricators/installers. Proof of purchase is required. Please contact Meld USA at [www.meldusa.com](http://www.meldusa.com) or any representative of Meld USA to acquire a list of qualified fabricators/installers in a particular geographic region.
- D. This warranty only covers ecoX, micro and Xposed surfaces that have been registered with Meld USA within 30 days of installation. A registration form will be provided by your fabricator/installer or you can contact Meld USA directly at [www.meldUSA.com](http://www.meldUSA.com). In the event that no record of your warranty is on file, you must provide proof of purchase in the form of your original receipt or invoice illustrating the name of the owner/purchaser, date of purchase and the name and contact information of the fabricator/installer.
- E. This warranty only covers ecoX, micro and Xposed surfaces that were properly maintained in accordance with Meld USA's Care & Maintenance Guidelines, available at time of installation or upon request by the fabricator/installer or by Meld USA. Care & Maintenance guidelines can be procured by contacting MeldUSA directly at [www.meldUSA.com](http://www.meldUSA.com).
- F. Warranty claims should be directed to the company that sold the ecoX, micro and Xposed surfaces to you. In the event that you cannot make contact with the company that sold the goods to you please contact Meld USA directly at [www.meldusa.com](http://www.meldusa.com).

- G. At Meld USA's sole discretion we will repair or replace such damaged materials. In doing so Meld USA will seek to obtain the best possible results. Meld USA will not guarantee an exact match of the new repair or replacement to the original product. All decisions regarding this warranty are at the sole discretion of Meld USA. No representative, distributor, fabricator, installer, dealer or any other person is authorized to make any warranty or promises on behalf of Meld USA as it pertains to Meld USA's ecoX, micro and Xposed surfacing materials.

#### Limited Warranty Exclusions

- A. This warranty does not cover improper use or abuse including, but not limited to, damage from mishandling of the product, damage from excessive heat, uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
- B. Meld USA will cover the cost of the product only. This warranty does not cover all other costs associated with or arising out of the replacement of the defected material including, but not limited to, product removal and replacement labor and materials, any plumbing work, electrical disconnect or reconnect charges, wall surface repairs, tile repairs, cabinet repairs or modifications that become necessary as a result of ecoX, micro or Xposed replacement.
- C. This warranty does not cover routine maintenance and conditions such as stains, acid etching, water spots, surface marks, etc. that may have been avoided or corrected by following the techniques specified in Meld USA's Care & Maintenance Guidelines.
- D. This warranty does not cover chips, aggregate "pop-outs" or other excessive impact damage in the product.
- E. This warranty does not cover hairline cracking.
- F. This warranty does not cover products used as a flooring material or products installed in any outdoor applications.
- G. This warranty does not cover scratches.
- H. This warranty does not cover aesthetic variations in color, texture (including aggregate size and distribution), porosity and dimensional tolerance. These characteristics are inherent and unique characteristics of the products. This warranty does not cover what is referred to as "spots" or "blemishes" that are smaller than that of a US quarter (twenty five cent piece). A certain level of spots and blemishes are inherent in the manufacturing process and do not affect the structural integrity of the product.
- I. This warranty does not cover failures due to improper installation methods by others or fabricators/installers not following Meld USA's Fabrication Guidelines.
- J. This warranty does not cover seam appearance or seam performance.

- K. Meld USA is not liable for damage or injury caused in whole or part by acts of God, job site conditions, architectural or engineering design, building/structural movement, acts of vandalism, fires or accidents.
- L. This warranty does not cover manufacturing defects that were noticeable at time of fabrication or installation. Fabricators/installers are required to perform a visual inspection of all materials prior to fabrication and to installation of all Meld USA surfaces.
- M. This warranty does not cover warped slabs that were improperly stored by others. Meld USA requires all fabricators/installers to adhere to the strict slab storage guidelines found in Meld's Fabrication Guidelines Manual.
- N. This warranty does not cover damages caused by securing mechanical fasteners directly into the material or from drilling into or through the material.
- O. This warranty does not cover sealer/coating defects or performance issues.
- P. This warranty does not cover materials that have not been paid for or materials that were sold as "blemished" or "off-scrap" slabs.

## To Obtain Service Under this Warranty

To obtain the best service under this warranty, contact the source from whom you purchased the ecoX, micro or Xposed. For more information about this warranty, please contact Meld USA's distributor, Caragreen, LLC, directly by writing or calling:

Caragreen, LLC  
109A Brewer Lane  
Carrboro, NC 27510  
P: 919-929-3009  
F: 919-929.3098  
info@caragreen.com

OR

Meld USA, Inc.  
3001-103 Spring Forest Road  
Raleigh, NC 27616  
P: 919.790.1749  
F: 919.790.1750  
warranty@meldusal.com

Meld USA shall not be liable in either tort or contract for any loss or direct, indirect, incidental, or consequential or punitive damages arising out of the use or inability to use ecoX, micro or Xposed products covered by this warranty. 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. You shall reasonably cooperate with Meld USA or its representatives in their efforts to perform their obligations under these warranties.

The foregoing is the complete warranty for ecoX, micro & Xposed surfaces and superseded all other warranties and representations, whether oral or written. Except as expressly set forth above, no other warranties are made with respect to ecoX, micro and Xposed and Meld USA expressly disclaims all warranties not stated herein, including, to the extent permitted by applicable law, any warranty that may exist under national, state, provincial or local law including but not limited to any implied warranty of merchantability or fitness for a particular purpose. Some states or others jurisdictions do not allow the exclusion of implied warranties, so the above limitations may not apply to you.

## Warranty Registration Form

In order to validate your Limited Warranty for Meld USA's ecoX<sup>®</sup>, micro & Xposed<sup>™</sup> materials please fill out the required fields and submit this form to Meld USA via fax, mail or email.

FIRST NAME \_\_\_\_\_

LAST NAME \_\_\_\_\_

COMPANY  
(If applicable) \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE: \_\_\_\_\_

ZIP CODE: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

PHONE: \_\_\_\_\_

EMAIL: \_\_\_\_\_

SLAB ID#: \_\_\_\_\_

(If you cannot locate your Slab ID# please contact your ecoX/Xposed material fabricator, installer, distributor or dealer.)

FABRICATOR/  
INSTALLER: \_\_\_\_\_

PURCHASE DATE: \_\_\_\_\_

APPLICATION: \_\_\_\_\_