



TuffSkin Client Warranty Submitted

Product Warranty – TuffSkin products are warranted to be acid, alkaline, water and oil proof for a period of 4 years for interior domestic applications and 3 years for interior commercial applications, from the time of installation. This warranty specifically covers the product against yellowing, blistering or bubbling on the protected surface.

TuffSkin warranty does not cover intentional or unintentional scratching, cutting, peeling, abrasion, delamination or burn marks on the protected surface. It is also non-transferable and covers the original purchaser only with a proof of installation receipt.

Life Expectancy – TuffSkin has protected over 1,000,000 surfaces in the last 12 years and is removeable and replaceable. The life expectancy of your TuffSkin purchase is directly related to use and whether it has an interior or exterior application. Customers make an aesthetic decision to replace TuffSkin based on normal wear-and-tear and scratches that occur over time. This is equivalent to the decision you would make to refinish un-treated natural stone surfaces on a regular basis due to wear caused from everyday use and the occasional mishap.

Interior Application – Commonly hotels replace every 8-10 years, busy restaurants and bars 1-5 years and domestic customers every 5-10 years.

Regardless of when the decision is made to replace TuffSkin the performance of the product will remain acid, alkaline, water and oil proof for as long as TuffSkin is protecting the surface.

Additional benefits – TuffSkin is heat resistant, chemical resistant and greatly reduces impact marks on stone tops. Although TuffSkin will scratch, the protected stone will stay protected from surface scratching and etching.

Care and Maintenance – Cleaning TuffSkin is simple and can be carried out with soap and water. Final cleaning is done with a dry micro-fibre towel. **Do not use an abrasive like Gumption or Jif. Do not scrub with steel wool or scrape with razor blades.**
<https://rockstarsealing.com.au/product/neutral-cleaner/>

Replacing – TuffSkin is replaceable in case of damage. It is possible to peel it back with a knife or fingernail, however, TuffSkin peeled away from the stone is intentional damage and is not covered under the warranty. Do not attempt to peel the product away from stone.

Use a cutting board – **Do not cut, chop or slice on your counter tops** as this will damage the TuffSkin surface. Respect your beautiful stone tops as if there was no coating. If any section of TuffSkin does scratch you can call for a removal and replacement quote.

Warranty Claims – Warranty claims are made online at TuffSkin.com. Warranty claims must be made by the original purchaser only and include the original paid invoice and pictures of the warranty issue. In the event the product is found to be defective under this warranty, TuffSkin Surface Protection, LLC will approve the removal of the defective film and replacement with new TuffSkin by their approved applicator at no charge through the registered vendor in your region. For jobs located outside current installer territories, the customer may be responsible for travel and accommodation expenses. Liability for loss or damage due to TuffSkin products is limited to the cost of the product sold. Any other costs such as plumber or electrician is not covered under warranty.

Liability for loss or damage due to TuffSkin products is limited to the cost of the product applied. Keep your invoice and submit it with any warranty claims. This warranty is provided to the original purchaser and is non-transferable.

Contact Rockstar Sealing for warranty questions on 0433 090 399.

Customer Name: (Project ref):

Address:

Final installation and client acceptance date:

Client sign:

TuffSkin product applied to (surfaces in which rooms):

Technician sign:
