

LABASTILLE

Warranty Document

Limited one year warranty offered by La Bastille

La Bastille takes great pride in our work and we stand by our product. La Bastille will repair or replace, at their discretion, any faulty product deemed to be the result of material or manufacturing defects. This does not include damage due to improper handling, installation, consequences of inappropriate use of surface, improper maintenance of the surface, accidental damage, or leaving the uninstalled product in a non climate controlled or unsecured space for an extended period of time.

La Bastille specializes in the use of living metals which naturally patina and respond to their environment. Defects do not include naturally occurring changes to the finish due to the environment and/or use. The finish is expected to change and we have no control over how quickly or slowly this occurs.

The purchaser will have the obligation to inspect the product immediately upon receipt and before the shipper leaves to determine if damage has occurred during shipping. Damage resulting from shipping must be reported immediately in writing to La Bastille. **If there is damage to the crate, take photos and refuse the freight** so it can be inspected while still in possession of the shipping company. Once the crate is accepted, the insurance value put on the contents is voided by the shipping company and we have no recourse.

Damaged components that will be replaced by La Bastille must be returned to our warehouse. Labor costs for other contractor's work and/or replacement of adjacent materials are not included in warranty coverage.

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www.labastille.com
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This warranty is limited to the repair or replacement of the defective parts that are returned to La Bastille, after we determine them to be defective.

Products returned for repair or replacement must be given prior authorization by La Bastille management before shipping.

What Will Void the Warranty?

The following items should be avoided to prevent voiding the warranty. If installation and care instructions are followed, your custom piece is made to last for years to come. If you are not the final owner of this product, you are responsible for sharing this information with your client. If we can help provide guidance to the end user on daily maintenance, please reach out to us and we will be happy to help.

- Cutting the product to fit individual pieces on site (this does not include small drilled apertures for drains and line sets as described in the installation manual).
- Not properly sealing apertures, such as, faucets or beer tower lines with gaskets and silicone upon installation. This means properly sealing from both the top and bottom on the top.
- Pieces that have been treated with anything other than the recommended items listed on our care instruction will not be subject to any warranty replacement; specifically, harsh cleaners with bleach and/or ammonia.
- Installation without a sub top when a sub top is recommended by La Bastille.
- Installing the tops in a manner contrary to the method described in our installation guide or contrary to specific instructions given from an authorized La Bastille representative. This includes running fasteners completely through the top and not properly adhering drink rail inserts.



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- Rubber mats, whether placemats, drink rail mats or service area mats tend to trap moisture and when left sitting wet, can degrade the metal. We recommend stainless rail drink inserts for commercial bar tops and not using an insert risks the integrity of the product. The use of rubber mats in any setting will **immediately void the warranty.**
- The use of a flip gate without the hardware recommended by La Bastille will not be warranted. This is potentially a dangerous liability issue. Please install and use the hardware we recommend.
- Gross negligence for care, maintenance, or upkeep as described in the care instructions, including, but not limited to, the placement of extremely hot items directly on the surface, leaking or consistently overflowing beer taps, trays or faucets, products left in standing liquids, striking the bar with an object, walking or standing on the product.
- We cannot warrant a bar top that is stepped on, climbed over, or otherwise used in a manner which compromises the integrity of the product.
- Any other mistreatment or misuse that we deem gross neglect of our product.

