

This document has following content:
Page 1&2 Warranty Terms
Page 3&4 Usage & Cleaning Instructions

WARRANTY

The brand Shellcraft is brought to you by Rococo Surface Technologies Pvt. Ltd. Our warranty is our promise to you that we stand behind the quality of our products.

1. Rococo Surface Technologies Pvt. Ltd. promises to repair or replace any Shellcraft product that is found to be defective in material or workmanship within 5 (five) years from the date of original purchase so long as you, the original purchaser, still owns it. This warranty is subject to the provisions below.

2. The word “defects” is defined as imperfections that impair the use of the product. Defects resulting from misuse, abuse or negligence will void this warranty.

3. The repair if any, will be undertaken by our trained after-sales technicians. This warranty does not cover defects caused by repairs in any way by any after-sales service other than that of Rococo Surface Technologies Pvt. Ltd. or been interfered with by any person not approved by the Rococo Surface Technologies Pvt. Ltd.

4. This warranty does NOT cover following:

- a) Defects due to alteration or accident or damage caused by vandalism, intentional damage, negligence, improper or unreasonable use.
- b) Rusting, “acts of nature” or any other event beyond the control of the manufacturer.
- c) Deep scratching, scuffing or other cosmetic damage that may result from normal use of the product.

d) Fading of color due to direct and prolong exposure to sunlight.

e) Usage of harsh chemicals for cleaning.

f) Any part of the product which is not coated with Shellcraft Solid Surface.

5. This warranty is nontransferable and is expressly limited to the repair or replacement of defective product. If the product is defective within the terms of this warranty, Rococo Surface Technologies Pvt. Ltd. will repair or replace defective goods at no cost to the purchaser. Shipping charges to and from the factory, if incurred, are not covered and are to be borne by the purchaser.

6. Liability for incidental or consequential damages is excluded to the extent permitted by law.

While every attempt is made to embody the highest degree of safety in all products, freedom from injury cannot be guaranteed. The user assumes all risks of injury resulting from the use of this product. All merchandise is sold on this condition, and no representative of the company may waive or change this policy.

7. The warranty is valid only for the original purchaser who scans the QR code and registers for the warranty on our website with the required details.

8. The terms of extended warranty (if opted for) will be notified and will be applicable post the period covered by the Basic Warranty.

ALL WARRANTY CLAIMS MUST BE ACCOMPANIED BY A DATED SALES RECEIPT OR PROOF OF PURCHASE.

Email your warranty claim with 'warranty claim' as subject line to: hello@shellcraft.in

WE RECOMMEND OUR CUSTOMERS/USERS TO READ THE USAGE & CLEANING INSTRUCTIONS GIVEN ON THE FOLLOWING PAGES

USAGE & CLEANING INSTRUCTIONS

Thank you for choosing Shellcraft Solid Surface.

Given the adaptability, longevity, and durability, Shellcraft Solid surface needs very little maintenance compared to alternative materials. It is easy to maintain and clean, however, improper use may create damages over time.

Here are some cleaning and maintenance tips that will help Shellcraft Solid surface retain its attractive original appearance for years to come.

Safe Cleaning Solutions for Shellcraft Solid Surface:

To clean Shellcraft Solid surface, you can use solid surface cleaners available at most online/offline stores. Ammonia-based cleaners and soapy water work well on all finishes to remove dirt and residue. To remove stains, you may need a stronger, more abrasive cleaner. We recommend these cleaning tips:

- Soap and water generally remove most surface stains and dirt.
- A cleaner with an ammonia-based (avoid window cleaner) works well on tough stains.
- After the surface is washed with soap and water, make sure all excess moisture is wiped away.

To prevent a soap film or residue, make sure to dry the surface thoroughly after cleaning. Residue streaks can leave behind what looks like light scratches, but you can get rid of them by using a damp cloth with a mild abrasive cleaner and rubbing it in small circles onto the surface. Do remember to wipe dry the surface. Though strong detergents are all safe, avoid acidic drain cleaner, toilet cleaner, and oven cleaner; these can cause whitening which is difficult to remove.

You can easily restore your solid surface to a 'like new' appearance with an abrasive cleaner (available on Amazon) and a Scotch-Brite® pad. These simple cleaning tools work well to remove surface stains from:

Food or food color, Tea, Lipstick, Hair dye, Alcohol, Permanent markers, Iodine, Shoe polish.

Polishing Shellcraft Solid Surface:

If your solid surface is of a fairly dark color, you can polish the surface with furniture polish to make it shine. Make sure you apply the polish according to the manufacturer's instructions.

How to Avoid Damaging Your Shellcraft Solid Surface?

Always exhibit these precautions when using your Shellcraft Solid surface:

1. Don't use wire/metal mesh to clean the bowl & the vanity box, always use plastic mesh instead.
2. Don't set hot objects directly on the tops/surfaces; always use hot mats or trivets.
3. Don't cut directly on your solid surface top.
4. Don't put heat-generating cookware like tea/coffee makers directly on your vanity top.

To know more mail us at : hello@shellcraft.in

