

Formula 10-Year Limited Warranty

Coverage

Formula 131 warrants to the original purchaser that, when installed according to the manufacturer's instructions and applicable industry standards and building codes, the product will:

- Remain free from manufacturing defects.
- Resist staining and etching.
- Not deteriorate under normal use for a period of 10 years from the date of installation.

This warranty covers the product only and does not extend to the natural stone surface beneath it or any damages arising from the stone. Specific installation details, structural design, and environmental conditions are beyond Formula 131's control and Formula 131 disclaims any responsibility for the performance of its products where improper installation, design, or environmental conditions exist.

Warranty Conditions

To qualify for the 10-year limited warranty, the following conditions must be met:

1. Surface Preparation:

- The surface must be properly cleaned and prepared before application. Surfaces must be wiped down with alcohol to remove dust, oils, or previously applied penetrating sealers. Any sealer must be removed until the alcohol no longer beads up. For previously sealed surfaces, refinishing via grinding may be necessary.

2. Proper Application Tools:

- The correct roller handle (with rigid bearings) and roller covers (with high-density woven fabric, ¼" nap height) must be used. The warranty will be voided if improper equipment is used. Proof of proper equipment or invoice with a full description is required for any claim.

3. Mixing Ratios:

- The correct ratio of Part A to Part B must be strictly followed. Components must be mixed thoroughly and must be mixed every 30 minutes thereafter to maintain uniformity.

4. Cure Time:

- The surface must not be disturbed for at least 12 hours after application, with longer curing times required depending on humidity and temperature.

5. Ideal Application Conditions:

- Application must be performed under proper conditions, with a temperature between 50°F and 90°F and humidity below 70%. If conditions deviate from this, a longer cure time is required.

Exclusions

This warranty does not cover:

- Normal wear and tear, such as minor visual changes like light scuffing or sheen increase due to burnishing.
- Any obvious abuse, such as damage caused by dropping heavy objects or dragging sharp items that cut into the finish.
- Routine maintenance and cleaning.
- Outdoor applications.
- Structural failures, misuse, or improper workmanship.
- Damage caused by heavy traffic, abuse, accidents, or exposure to extreme heat.
- Variations in design, color, or texture of natural stone.
- Discoloration or delamination due to surface contaminants like oils, sealers, waxes, or resins.

Remedy

In the event of a valid warranty claim, Formula 131 will either:

- Provide a replacement container of Formula 131 along with a chemical stripper and full instructions for safe removal of the applied Formula 131 and re-application; or
- Offer small-area repair kits for minor damage, following the same re-application protocols; or
- (Optional) At the customer's request and payment of an additional fee arrange for an authorized Formula 131 representative to conduct the re-application for an additional fee, depending on the customer type; or
- If Formula 131 in its sole discretion determines is appropriate, refund the price of the product after a reasonable number of attempts to remedy product defects.

Labor costs for re-installation or surface preparation are not covered under this warranty.

Additional Statement

Unlike some competitor products, which offer no practical repair options if damaged, Formula 131 is easily stripped and reapplied, allowing customers to renew the finish while maintaining protection.

Limitation of Remedies

The replacement or refund outlined in this warranty is the sole remedy available and Formula 131 disclaims any and all implied warranties, including warranties of merchantability and fitness for a particular purpose. This warranty applies to both consumer and commercial sales. To the maximum extent allowable by federal and state law, this warranty supplements or supersedes federal and state consumer goods warranty protections. Formula 131 is not liable for any special, indirect, incidental, or consequential damages, including loss of profits, beyond the original price of the defective product.

Procedure for Making a Claim

To make a warranty claim, the original purchaser must notify Formula 131 in writing within 30 days of discovering the defect. The purchaser must supply the original invoice. Claims without documentation or inspection will be null and void. If the product is found defective, a technician will be dispatched to address the issue. For a warranty to be valid, the installation project must be properly registered with Formula 131 via the website at formula131.com.