



Warranty, Benefits, and Care-and-Maintenance

Performance Warranty: TuffSkin is a proprietary structural sealer developed to protect calcium based stone from all etching and staining. The protected surface is warranted to be acid, alkaline, water and oil-proof for a period of **10 years** from the date of installation for any interior residential, commercial or hospitality associated environments.

Product Warranty: TuffSkin products are warranted for 10 years for interior applications. This warranty specifically covers product against yellowing, blistering, bubbling, or delaminating from the protected surface. *Warranty does not include intentional or unintentional scratching or peeling.*

Life Expectancy: TuffSkin is designed to be removable-and-replaceable.

The life expectancy of your TuffSkin purchase is directly related to use. 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.

TuffSkin has protected over 100,000 surfaces in the last 12 years. Historically, the decision to replace TuffSkin is an aesthetic determination based upon personal preference, whereby hotels replace every 8-10 years, busy restaurants and bars 1-5 years, and residential customers every 4-8 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

Exterior Applications: Life Expectancy may vary from 2 years in direct sun to 3 years in partial shade, and is Warrantied for 2-years. Use of TuffSkin Protectant Spray will extend the life of the product outside.

Additional Benefits: TuffSkin is heat resistant, chemical resistant, and greatly reduces impact marks on stone tops. Although TuffSkin will scratch, the protected stone never will. Full specifications tuffskin.com/specifications

Care-and-Maintenance: Cleaning TuffSkin is simple and can be done with soap and water. You may also use any stone cleaner and/or TuffSkin Protectant to clean the surface. Final cleaning is done with a dry microfiber towel. Do not use abrasives like Comet or Softscrub. Do not scrub with steel wool or scrape with razor blades.

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

Use a cutting board. Do not cut, chop, or slice on your counter tops. TuffSkin can be cut and scratched. Respect your beautiful stone tops as if there was no coating. If any section of TuffSkin does scratch, simply call for a removal and replacement service confident your marble itself is not scratched.

Warranty Claims: Warranty claims are made online at TuffSkin.com. Warranty claims must include 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 remove the defective film and replace it with new TuffSkin at no charge. For jobs located outside current installer territories, the customer may be responsible for travel and lodging expenses. Liability for loss or damage due to TuffSkin products is limited to the cost of the product sold.