

LIMITED WARRANTY

The warranty applies to concrete landscaping and masonry products (herein referred to as “products”) intended for residential use and manufactured by the Techo-Bloc group.

All Techo-Bloc products comply with applicable standards established by the American Society for Testing and Materials (ASTM) and the Canadian Standards Association (CSA).

Techo-Bloc offers a transferable life-time warranty on its products, commencing on the date of delivery. The warranty covers the structural integrity of the products and any abnormal deterioration of its surfaces that may be caused by the use of rock salt (sodium chloride [NaCl]) for de-icing pavers, slabs or steps, with the exception of Wet Cast collection products, unless otherwise stated.

THE FOLLOWING CONDITIONS OR EVENTS ARE NOT COVERED BY THE WARRANTY:

1. Claims regarding the color, size, or texture of a product already installed. An installed product confirms the acceptance of the product received.
2. Use of rock salt and transferability of warranty on Wet Cast collection products unless otherwise stated.
3. Splitting, chipping or other breakage caused by impact, abrasion or overloading.
4. Damage or loss caused by the movement or settling of the underlying structure or base components upon which the products are set.
5. Damage or loss caused by design or installation not in compliance with local codes, industry standards or the guidelines provided by the Interlocking Concrete Pavement Institute (ICPI), the National Concrete Masonry Association (NCMA) or Techo-Bloc.
6. Damage or loss caused by natural disaster, including but not limited to, earthquakes, floods or other similar events.
7. Acts of negligence or misuse by the owner, installer or any third party.
8. Color matching to printed representations.
9. Efflorescence, polymeric haze or construction-born residue. (See the important information section for terminologies)
10. Damage or loss caused by the operation of compaction or snow removal equipment.
11. Normal wear and tear and normal behavior, such as variation in colors or shades.

In the event of product failure within the scope of this warranty, Techo-Bloc will replace the affected units only, following a site inspection and assessment of the products by Techo-Bloc or its representatives. Techo-Bloc’s responsibility is limited to the cost of the product only and not to the costs related to the installation or replacement of said products. Techo-Bloc will honor this warranty only with a proof of purchase, such as an invoice or delivery slip.