



Performance Warranty: TuffSkin is a proprietary structural sealer developed to protect calcium based stone and metal 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 the product against yellowing or blistering from the protected surface. *The 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 400,000 surfaces in the last 18 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 to remove-and-replace TuffSkin is made, the performance of TuffSkin remains acid, alkaline, water and oil-proof for as long as TuffSkin is installed on the surface.

Additional Benefits:

TuffSkin is heat resistant, chemical resistant, and greatly reduces impact marks on stone tops. TuffSkin is scratch-resistant, but not scratch proof. We know accidents happen. No need to worry. **TuffSkin is made to be replaceable after its useful life or in the case of damage.**

Cleaning TuffSkin:

Cleaning TuffSkin is simple. It can be done with soap and water. You may use any commercial cleaner and/or [TuffSkin's All Purpose Cleaner](#) to clean the surface. **Warm water will loosen up any hardened spills.** You do not need abrasives like Comet, Soft Scrub, steel wool or razor blades. Final cleaning is done with a dry microfiber towel.

Elongate the Life, Mitigate Wear-and-Tear:

Use a Cutting Board. Do not cut, chop, or slice on your countertops.

Use Felt Bottoms on Heavy Decor. Do not slide rigid decor across your countertops.

Use Hot Pads for Metals Pots or Pans. These can become rigid with time.

Use Placemats for Heavy Plates. Ceramic plates can be rigid.

TuffSkin is designed to be replaced. Do not attempt to peel the product away from the surface. It is possible to peel it back with a knife or a persistent fingernail. TuffSkin peeled away from the surface is not covered under warranty. If this happens, please notify a TuffSkin representative for a timely remedy.

TuffSkin can only be removed by a TuffSkin certified technician. If TuffSkin is removed by others, they take the responsibility and are liable for any damage to the stone.

Returning Customers: If it's been 5, 7, ... 10+ years since our visit, we miss you! Should you desire a brand new finish, simply reach out to us. Our removal-and-replacement service ensures your stone will maintain its timeless allure.

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.