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Obsolete Laminate Disclaimer

On occasion, VT Industries receives orders for Dimensions laminate countertops specified with obsolete laminate material. Our customer service policy states that upon receipt of an obsolete laminate order, the customer will be notified and will be required to sign the obsolete laminate disclaimer. By reviewing and signing the disclaimer, it is acknowledged that VT will not be held responsible for quality issues associated with the obsolete laminate.

Because of the age of obsolete laminate, it tends to be more brittle thus causing cracking and other quality issues. In addition, sourcing obsolete material may be difficult or impossible in the event an additional order may need to be made. Obsolete laminate can/will have a higher failure rate and thus VT will not absorb the costs associated with running the obsolete laminate if it fails. The customer will be responsible for all charges associated with the order in the event of quality issues associated with the obsolete laminate.

VT strongly recommends selecting an alternate laminate pattern that is currently available. If you need assistance in finding a suitable replacement, please contact your customer service representative.