

RESIDENTIAL LIMITED 15 YEAR WARRANTY

Vicostone USA at its sole discretion will warrant any VICOSTONE™ Quartz Surfaces material against manufacturing defects and/or material failure, for 15 years from the original date of installation, if installed by a VICOSTONE™ Quartz Surfaces certified fabricator.

This warranty is valid only to the Original Owner of the original residence in which a VICOSTONE™ Quartz Surfaces has been installed. The option to repair or replace the product will be at the sole discretion of Vicostone USA and will be offered only to the “First Owner of Record” when the warranty was originally registered.

For your warranty to be in effect, you must register the installed material within thirty (30) days of installation at our website: us.vicostone.com. Go to “Warranty” and fill out the simple registration form. Your product will be registered and your warranty will be activated.

WARRANTY TERMS AND CONDITIONS

Warranty coverage will only apply to VICOSTONE™ Quartz Surfaces and will not cover any other material(s) or products that have been applied, fastened, glued, or adhered in any other way to the VICOSTONE™ Quartz Surfaces.

Vicostone USA warrants only those materials that have been installed into a residence, permanently into the interior, and have not been moved from their originally installed surface. Any desire to change color or finish will not be covered under this warranty. Vicostone USA will only warrant material that is installed where the Original Registered Owner is also the primary occupant.

All VICOSTONE™ Quartz Surfaces must be maintained properly for this warranty to be in effect. Abuse of any kind will void any claim that is made due to defect.

Any claim that is filed under this warranty must begin with the original fabricator that installed the material. Should the fabricator no longer be in business, you will need to contact Vicostone USA directly and a fabricator will be assigned to you to process the claim. In the event of a claim, you must allow Vicostone USA, or its authorized agents access to the residence in order to inspect, repair, or replace any issue pursuant to this claim.

Vicostone USA strives to provide the finest quartz surfacing material in the market today. If there should be a failure due to a manufacturing defect, Vicostone USA at its sole discretion may decide to repair or replace the material. Should this condition arise, Vicostone USA will attempt to make such repair or replacement to the best possible result. Exact color, consistency and shade may vary from slab to slab, and Vicostone USA cannot be held liable to produce the exact match to the original material installed. Any decision to be made with regard to this warranty will be at the sole discretion of Vicostone USA. No other person, company, representative, dealer, fabricator, or distributor will be allowed to make any promises or commitments on behalf of Vicostone USA, its successors or assigns.

WARRANTY EXCLUSIONS

This warranty is for residential use only and does not include any commercial applications. Please see the Commercial Warranty for questions concerning that type of installation.

Vicostone USA cannot be held liable for any failure for anything other than the material that it provides. This would include any failure by a fabricator who has not followed the necessary fabrication and installation techniques for working with VICOSTONE™ Quartz Surfaces. Any installation that has been found to be the result of improper fabrication or installation will be the sole responsibility of the fabricator or installer to repair or replace. This also would include any defect that was visible at the time of fabrication that was not addressed or avoided. All certified VICOSTONE™ Quartz Surfaces fabricators are required to have inspected the material before fabrication to prevent such occurrences.

Outdoor installations of VICOSTONE™ Quartz Surfaces are not covered under the terms and conditions of this warranty. Direct and constant exposure to the sun may cause differences in the appearance of the material and therefore should be avoided.

No quartz material is covered by warranty against abuse and neglect and VICOSTONE™ Quartz Surfaces are no exception. This warranty will be considered void if the material is found to have been misused, abused, mishandled, exposed to excessive heat, had chemical damage, physical damage, or any other damage that has resulted from abuse or neglect. VICOSTONE™ Quartz Surfaces are very strong and resilient; however, they can be damaged by impact. This warranty will not cover any damage due to chipping or damage from impact to the surface of the material including scratching.

The seams in your VICOSTONE™ Quartz Surfaces were made during the installation of your countertops. Contact your installation company for any question or need for repair. Vicostone USA will not be responsible for any seam or installation issues.

Vicostone USA will not warrant any material breakdown for material that has been bent, curved, milled or reduced in thickness. These are methods that may be used to create a certain “look” and are not recommended.

Any damage and/or resulting claim derived from fabrication or installation will be the sole responsibility of the fabricator or installer. This includes, but is not limited to, sink installation, installation of sink anchors, chips or cracks that have resulted from poor fabrication processes or altering of the factory finish other than the forming and repolishing of edge treatments. Vicostone USA will be held harmless against any claims and/or actions resulting from this type of issue.

Honed and leather finishes require special maintenance. Honed and leather finishes add surface area to the material, which increases the potential to show signs of daily use. Marks from metal cookware, utensils, fingerprints, food, dirt, liquids and other items placed on or moved across the surface may be visible. Temporary marks that commonly occur on honed and leather finishes are inherent to the material and are not covered under the terms and conditions of this warranty. Over time, honed or leather finishes will develop character and a patina unique to each surface. Vicostone USA cannot be held responsible for any claim for any normal result derived from daily use of VICOSTONE™ Quartz Surfaces. Please review the care instructions that you received when you purchased VICOSTONE™ Quartz Surfaces to find the best maintenance method for your daily living.

Variations in color, consistency, shade, shape, and pattern distribution within the material are common characteristics within VICOSTONE™ Quartz Surfaces. Spots or blemishes that occur naturally in the manufacture of the product are allowable if smaller than the size of a dime, and do not affect the structure or the integrity of the material in which they are found. Samples are provided to the fabricator for general selection, but it is recommended that the slabs be selected individually so that there is no question about what will be allowable for your installation. This warranty does not cover common variations, spots or blemishes that occur naturally in the manufacture of the product.

Vicostone USA warrants their material under the guidelines listed above and cannot be responsible for outside factors such as jobsite condition, poor design, expansion and/or contraction of the structure that it is adhered to, vandalism or act of God and shall be held harmless against all actions thereof. Any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use of, or inability to use the VICOSTONE™ Quartz Surfaces will not be held against Vicostone USA in any way.

The above represents the entire warranty for the VICOSTONE™ Quartz Surfaces material and will supersede any other warranty or representation, both oral and written. Vicostone USA disclaims any and all other warranty that has been made with respect to VICOSTONE™ Quartz Surfaces.

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