



## **Residential Limited 15 Years Warranty**

Novostone LLC warrants that Novostone Quartz Surfaces to be free of manufacturing defects for a period of FIFTEEN (15) Years from date of purchase. Please keep your proof of purchase.

This warranty is limited to the purchaser of Novostone and is non-transferable.

This Letter of Warranty shall have full validity only when the consumer has registered within 3 months of purchase of the product, and when the consumer submits the original invoice or sales receipt. The warranty must be registered online on the website

[www.novostone.com](http://www.novostone.com).

All decisions regarding this warranty are at the sole discretion of Novostone. If it is determined by Novostone that Novostone Quartz Surfaces fail due to a manufacturing defect, Novostone may, at its own discretion, proceed with either repair or replacement of these materials. Novostone will strive to obtain the best possible resolution. The determination to proceed with repair or replacement remains solely within Novostone's purview, and an exact color match is not guaranteed.

### **Terms and Conditions**

- This warranty applies only to Novostone Quartz Surfaces that have been permanently installed in the interior of single-family residences and have not been moved from their original installation.
- This warrant applies only to materials that have been maintained according to the Novostone Quartz Care & Maintenance guidelines. Care & Maintenance guidelines are available at [www.novostone.com](http://www.novostone.com). To request service under this warranty, you must contact the source from whom the Novostone Quartz was originally purchased or contact Novostone directly within thirty (30) days of the occurrence of any defect. Please also have your proof of purchase available.

## What is not covered under this warranty?

- Any residence where the owner is not the occupant.
- Materials and/or services that have not been paid for in full
- Commercial purposes including but not limited to, use in stores, rental properties, offices or any other place of business.
- Product installed in any outdoors application.
- Product used as flooring material.
- Innovative use of the material, such as thermal bending or curving.
- Improper use or abuse including but not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
- Alterations of Product thickness and/or finish.
- Any chips or cracks as a result of “dry” cutting or polishing.
- Any chips or cracks as a result of impact damage.
- Any inside corner is square (3/8” radius required)
- Failures due to inadequate support at installation.
- Mitered edges where the joint is not cut correctly.
- Securing mechanical fasteners directly to the Product.
- Installation of sink.
- Damage other than manufacturing defects.
- Defects that were visible at the time of fabrication and were not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- Improper fabrication, installation or maintenance. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.
- Seam appearance and performance, adhesives, caulk or other accessory items. Novostone Quartz Surfaces are stone products which will not crack unless an external force or interaction causes the crack such as impacts, uneven cabinets or flooring structural settling or movements, thermal shock from the use of skillets, crock pots or other hot items placed directly on the Novostone Quartz Surfaces, improper installation or other conditions in the home that may cause the Novostone Quartz Surfaces to shift. Therefore, these issues are not considered material defects and are subject to proper care and maintenance by the owner.
- Chemical Damage.
- Misuse or abuse of Product, including but not limited to, damage from mishandling of the product, damage from excessive heat, scorching or exposure

to weather conditions, exposure to ultraviolet light, physical or chemical abuse, acid etching, staining or damage from improper care and maintenance.

- Scratches, stains and abrasion marks. Novostone Quartz is highly scratch resistant but it is not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance.
- Temporary marks including but not limited to metal marks, fingerprints or other signs of daily living.
- Additional or supplemental repairs or modifications such as, any plumbing, electrical, cabinets, tile or wall surface modifications that may be necessary to modify, remove and or replace in the process rectifying a Novostone Quartz Surfaces manufacturing defect covered under this warranty; such other repairs and modifications shall be the responsibility of the customer.
- Transportation, freight, tear out, demolition in any form, disposal and re-installation, fabrication or associated cost beyond the cost of the product.
- Natural variations in the color, size, shape and pattern distribution of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.
- Spots or blemishes that are inherent in the manufacturing process.
- Products that you, the customer, decide not like after installation due to color, edging styles or other opinions based on personal preference regardless of whether viewed as a defect by the customer.
- Novostone is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, and structural movement, acts of vandalism or accidents.
- Except as provided in this warranty, Novostone shall not be responsible in either tort or contract for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or in the ability to use the Product in residential applications covered by this warranty. Some states do not allow exclusions or limitations of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR NOVOSTONE QUARTZ AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO NOVOSTONE QUARTZ AND NOVOSTONE EXPRESSLY DISCLAIMS ALL APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW

INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you special legal rights, and you may also have other rights which vary from State to State.

### **Care & Use**

- Avoid using metal knives and utensils directly on the countertop, as metal may scratch the quartz. When chopping vegetables, slicing bread or preparing other foods with sharp utensils, use a cutting board to prevent scratches.
- Quartz can be cleaned easily with a mild detergent, water and a soft cloth or paper towel, then rinse and dry thoroughly.
- Do not use Abrasive cleansers or harsh scouring pads and cleansers that contain bleach with quartz. Engineered stone surfaces do not require polishing to keep them shiny and smooth, but they should be cleaned gently to maintain their distinctive shine.
- To remove grease from your quartz countertops, use a product recommended for stone care. Harsh cleansers should not be used to remove grease or other cooking stains. Gently scrape away hardened grease with a plastic knife before applying cleanser.
- Always use a trivet or hot pad between your quartz and any heat generating device including but not limited to crock pots, deep fryers, hot pots and pans or electric skillets.

By following these simple care and maintenance guidelines, your quartz countertop will provide you with many years of trouble free use.

