



RESIDENTIAL LIMITED WARRANTY

QORTSTONE warrants Qortstone Engineered Quartz products for a period of fifteen (15) years from the date of installation, that the quartz product will be free from manufacturing defects. It is the responsibility of the fabricator, dealer, or distributor to thoroughly inspect and approve the product prior to any fabrication and installation.

THIS LIMITED WARRANTY COVERS:

Replacement or repair of any defective Qortstone Engineered Quartz products that are paid for in full.

Qortstone Engineered Quartz products that have been maintained in accordance with the Care and Maintenance Guide provided by QORTSTONE. Permanently installed Qortstone Engineered Quartz products in commercial structures that have not been altered or moved from the original installation.

Qortstone's sole responsibility and liability under this warranty shall be to repair, or to replace, the products shown to be defective, during the warranty period. The option to repair or replace is at the sole discretion of Qortstone. Qortstone, shall have no liability for any loss, expense or damage, as a result of the replacement installation of Qortstone material. Under no circumstances shall Qortstone be liable for indirect, punitive, consequential, special or any other similar damages, including but not limited to, loss of profits, business interruption or any other loss.

THIS LIMITED WARRANTY DOES NOT COVER:

All stone can be damaged and no stone is chip-proof. Thus, even though Qortstone is more resistant to scratches and chips than natural stone, chips especially around the edges of the countertops might occur and are not covered under warranty.

The warranty does not cover Chemical abuse.

The warranty does not cover damages due to thermal shock.

The warranty does not cover for improper use or neglect.

The warranty does not cover improper fabrication, and improper installation of Qortstone Engineered Quartz products. Improper fabrication and/or installation is the sole responsibility of the fabricator/installer. This includes but is not limited to seams and mitered edges.

Slabs installed with a known or visible manufacturing defect at the time of installation, including, but not limited to, color variance particularly at seam locations.

The warranty does not cover seam performance or seam appearance, adhesives, caulks or any other accessory items. Once the product is installed the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets, foundation or thermal shock.

The warranty does not cover Surface scratches. Qortstone is a durable material and is scratch resistant but not scratch proof. Reasonable care should be taken including the use of a cutting board.

Temporary marks, such as fingerprints, mostly common on pure dark colors may require more daily maintenance and such marks are not covered under warranty. These marks can be removed by simply cleaning with SoftSrub with Bleach. Refer to Qortstone Care & Maintenance.

The warranty does not cover for chips or cracks that are a result of fabricator/installer not following the minimum requirements for edge details.

The warranty does not cover for damages due to Supplemental repairs or modifications to areas adjoining Qortstone Engineered Quartz installation.

The warranty does not cover Extreme weather changes, structural movement, or natural disasters.

The warranty does not cover for damages as a result of Accidents or vandalism on installed Qortstone Engineered Quartz products.

The warranty does not cover for Damage or injury caused by jobsite conditions, architectural or engineering designs.

This warranty does not cover for spots smaller than a dime. A certain level of spots are inherent in the manufacturing process and do not affect the structural integrity of the product.

The warranty does not cover for Qortstone Engineered Quartz products installed in any outdoor application.

The warranty does not cover for Discoloration due to exposure to UV light. Long term exposure to direct sunlight, UV ray may result to discoloration of Qortstone Engineered Quartz.

This warranty does not cover natural variations in color, size, shape or distribution of the pattern 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 architects, designers, dealers, consumers and fabricators are only representative and not an exact replication of what will be installed.

The warranty does not cover slabs where the factory applied polish finish has been altered.

This limited warranty is non-transferable. Under no circumstances shall this warranty exceed fifteen (15) years from the installation date. No other warranty issued by a fabricator, dealer, or distributor will be honored by QORTSTONE other than this limited warranty.

To make a claim or obtain service under this limited warranty, the original owner must submit a written claim to: QORTSTONE, 7733 Lemona Ave., Van Nuys CA 91405 Attn: Customer Service Department within thirty (30 days), or call 877-899-QORT (7678). Please provide the name of the dealer from which the product was purchased.