

## ***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](http://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.***

*Updated April 2019.*

## ***10 YEAR COMMERCIAL LIMITED WARRANTY***

Vicostone USA is proud to warrant to the original registered owner(s) of the original installation(s), when installed subject to the procedures outlined in the published VICOSTONE™ Quartz Surfaces installation guide by a Vicostone USA certified Fabricator and Installer, shall be free from all material defects due to manufacturing for a period of ten (10) years from the date of completion of installation and registration, provided the following terms and conditions:

### ***General Warranty***

1. This limited warranty applies only to material that has been paid for in full.
2. Vicostone USA reserves the right to inspect all material that is now or may be a part of the claim that has been filed. Should access not be allowed, the claim will not be able to be completed.
3. Material must be registered with Vicostone USA prior to a claim being filed. This can be accomplished by visiting [us.vicostone.com](http://us.vicostone.com) and providing the information listed on the registration form within thirty (30) days of the completion of the installation.
4. Registration marks located on the back of the material must not be removed or tampered with in any way for a claim to be filed. They must also be visible without removal of the material for the warranty to be in effect.
5. This warranty is non-transferrable and applies only to the original registered owner of the original installed material. No subsequent owners will be covered under the terms and conditions of this limited warranty.
6. Vicostone USA shall provide for a period of ten (10) years, a limited warranty to cover replacement of material only, in slab form. No other warranty, either express or implied shall supersede this written obligation. Any representative, dealer, salesperson, distributor, fabricator or any other person shall be authorized to change, alter, negate, or make any other change to this limited warranty on behalf of Vicostone USA with respect to the product. The terms and conditions stated here reflect the entire warranty and no other assurance or claims may be made in any form or manner to change or modify this warranty unless approved by the Management of Vicostone USA, its successors and assigns.

7. Material must be maintained as prescribed in the maintenance and care guide. Any claim derived from misuse, neglect, or improper cleaning of any kind, will make this warranty null and void.
8. No cost for transportation, freight or other associated cost will be covered under this warranty.
9. Vicostone USA, its successors and assigns will not be held responsible either in tort or contract or in any other way for any expenses arising from the loss of direct, indirect, general, punitive, consequential or incidental damages including but not limited to damages for the loss of business profit, business interruption or any other loss or damage arising out of the inability to use the material covered under this warranty.
10. Prompt notice must be given to Vicostone USA of any defect by the registered owner. All decisions regarding any defect or any determination that may affect this warranty will be made by Vicostone USA and will be binding and final for both parties.

### ***Terms and Conditions***

#### *Areas of Use*

1. VICOSTONE™ Quartz Surfaces are intended for indoor use. Products that are installed improperly or in areas that are not approved for installation will void this warranty. If there are questions about installation or approved areas for VICOSTONE™ Quartz Surfaces, please refer to your “Guide to Fabrication and Installation” or call your Vicostone USA sales representative.
2. This warranty will be null and void should the material have been moved from its original location.
3. Vicostone USA does not warrant products used as flooring material under this warranty. Please contact your local representative for facts about such applications.
4. Vicostone USA assumes no responsibility, nor obligation, with respect to any selection of our material for a particular use.

*Abuse*

1. No warranty, either express or implied, shall be in effect for abuse, any material that has been installed outside and exposed to varying weather conditions, use that is out of the ordinary limitations for this type of product, or any other abuse or misuse of the product in any way.
2. Vicostone USA will not be held liable for any damage that has occurred due to job site conditions, design or architectural limitations or functionality, structural movement, or any accidental occurrence or act of vandalism.
3. This warranty will not include any allowance for material that has been used creatively (i.e. curved or bent) or has been fabricated and installed to specifications that would approximate failure of said product when placed into use.
4. VICOSTONE™ Quartz Surfaces are resistant to scratching, heat and chipping. This does not mean that they are impenetrable. Any stone product can be damaged by force. While our material is durable, we cannot warrant abuse of the material in any way. Please use caution when using your VICOSTONE™ Quartz Surface. Vicostone USA reserves the right to determine if the claim that you are submitting is due to abuse, normal wear and tear, or material defect.
5. 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 with honed or leather finishes. Please review the care instructions that you received when you purchased VICOSTONE™ Quartz Surfaces to find the best maintenance method for your commercial installation.

*Fabrication and Installation*

1. Under the terms and conditions of this warranty, Vicostone USA at its sole discretion reserves the right to provide replacement material that is of a color match that is as close as is reasonably possible from its current stock for replacement.
2. Should the product be unavailable or discontinued, a suitable replacement will be made from material that is within the same price range as the product covered by this warranty.
3. Vicostone USA does not warrant the performance of any seams, their appearance or any issues relating to fabrication and/or installation of the material. Please contact your fabricator or installer for claims of this type.
4. Vicostone USA does not warrant any damages that may have occurred to any material that has been cut to size for any particular purpose, any repairs or modifications, nor any product that has been attached to a VICOSTONE™ Quartz product. Should there be a claim, Vicostone USA shall, at its sole discretion, provide material only to replace any defective product.
5. Vicostone USA does not warrant color variance from slab to slab, thermal shock due to placing hot objects on the material, chemically induced damage, or any abuse or misuse due to improper fabrication or installation methods. Variations in color, consistency of pattern and general color change over a period of time are natural.
6. Some variation in the patterning of a particular material (i.e. spots or blemishes) will occur in the manufacturing process. They do not affect the structural efficiency of the material in any way and will not be covered by this warranty. Please make note that any material that is accepted, cut and fabricated, with flaws that are noticeable at the time of delivery, will be considered as being “acceptable” for this application and will not be covered by this warranty.

***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.***

*Updated April 2019.*