

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 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.

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