



Top Quality Surfaces, Inc.  
3071 N Orange Blossom Trail  
Orlando, FL 32804  
(407) 930-1919  
[www.tqsfl.com](http://www.tqsfl.com)

## 15 YEARS WARRANTY POLICY

**Fabricators are required to perform a visual inspection of all surfaces prior to fabrication and again prior to installation.**

Subject to the conditions and limitations stated in this document, TQS, Inc. warrants to the original owner that Sonno surfacing materials will be free from manufacturing defects for fifteen (15) years following the date of installation when fabricated and installed in accordance with TQS's most recently published General Terms and Conditions. This warranty becomes valid upon the date of installation in a single-family residence and is not transferable.

Sonno surfaces are rigorously inspected before delivery to the fabricator, however it's the Owner's responsibility to thoroughly inspect the material before and after the installation.

This warranty does not cover defects that were visible at the time of fabrication and were not avoided during fabrication.

Sonno surfaces contain important product information on the back of each slab.

**Removing this product information will void this warranty.**

TQS, INC. OF ORLANDO, FLORIDA MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, AND EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE WHICH ARE NOT EXCLUDED HEREBY, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY PROVIDED HEREIN FOR THE PRODUCT WARRANTED.



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### **EXCLUSIVE REMEDY**

This warranty is limited. In the event that Sonno surface materials fail due to manufacturing defect, TQS, Inc. / or TQS, Inc.'s distributors will replace such material. TQS, Inc. cannot guarantee an exact color match to existing products. Variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone are inherent characteristics of the material. Color samples provided to consumers, dealers and fabricators are only representatives and not an exact replication of what will be installed in your home. These variations are not covered under this warranty. All decisions regarding this warranty are at the sole discretion of TQS, Inc. No one is authorized to make any claims or promises outside of this document on behalf of TQS, Inc.

TQS, Inc. shall not be responsible in either contract or tort for any loss of direct, indirect, consequences, special, exemplary or punitive damages arising out of the use or inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

### **GENERAL TERMS AND CONDITIONS**

1. This warranty applies only to Sonno material distributed by TQS, Inc. Orlando, Florida, USA.
2. This warranty does not cover use of Sonno Surfaces for any commercial purposes. Commercial purposes include, but are not limited to, use in a store, a rental property, an office or any other place of business.
3. This warranty applies only to Sonno surfaces that have been permanently installed in the interior of single-family residences and have not been moved from their original installation. If after or during installation you decide that you do not



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like the color or finish you selected, that decision is not covered under this warranty.

4. This warranty does not cover any residence where the owner is not the occupant. This warranty is not transferable as it was issued to, and only valid for, the original owner of the structure in which TQS, Inc. or the approved installer on behalf of TQS, Inc. installed it and expires upon transfer of ownership of the property.
5. This warranty doesn't cover any defect in, or damage to, the Sonno surfaces arising from any work done by any party / person performing the installation work for the owner.
6. This warranty does not cover additional work, such as plumbing, electrical, tile, cabinet, or flooring work that may need to be done as a result of the repair or replacement of defective Sonno surfaces covered under this warranty.
7. This warranty does not cover label, removal, fabrication or installation of material or any other occurred costs that may be associated with the removal or reinstallation of material covered under this warranty.
8. This warranty does not cover Sonno surfaces installed in any outdoor application.
9. This warranty does not cover Sonno surfaces used as flooring material. Improper use, application or installation will shorten the lifetime of product and will not be covered under this warranty. Such actions include but are not limited to: mishandling of the products, excessive heat or uneven exposure to weather conditions, physical or chemical abuse, damage from improper care and maintenance or failure to follow proper installation practices.



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10. This warranty does not cover any damage to Sonno surfaces caused by, and not limited to, heat transfer from hot skillets, roasting pans, dishwashers, toasters, air fryers or any other hot receptacle, objects or appliances. **Trivets or hot pads should always be used.**
11. This limited warranty does not cover seam appearance or seam performance, adhesives, caulk, or other accessory items. The two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets, or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish, or other receptacle or object is left on Sonno surfaces for more than a brief period. **Trivets or hot pads should always be used.**
12. This warranty does not cover the chips at edges or other areas caused by impact damage to Sonno surfaces.
13. This warranty does not cover scratches. Sonno surfaces are scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board.
14. This warranty does not cover failures caused by fabricators / installers due to improper fabrication and installation.
15. This warranty does not cover the damage of material that has been reduced in thickness.
16. This warranty does not cover the damage caused by creative use of the material such as thermal bending or curving.
17. This warranty does not cover damage caused while securing mechanical fasteners directly to the products.



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18. This warranty does not cover failures due to inadequate support for the installation.
19. This warranty does not cover damage to the product caused by installation of sinks and / or hardware.
20. This warranty does not cover miter edges where the joint is not cut correctly.
21. This warranty does not cover installations of Sonno surfaces by non-certified installers.
22. This warranty only covers the products with "Sonno" / part of "Sonno" printing on the backside.
23. This warranty only covers materials and/or services that have been paid in full.
24. This warranty does not cover any damage that may be incurred while the material is stored or installed on a construction site prior to the "owner" taking possession. Nor does this warranty cover damage done to the material as a result of a remodeling process.
25. This warranty does not cover routine maintenance. Routine maintenance includes, but is not limited to, remedying minor conditions such as removing stains and water spots by following the techniques specified in the Care and Maintenance Guide of Sonno surfaces available at [www.tqsfl.com](http://www.tqsfl.com).
26. This warranty does not cover any chemical damage.



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27. This warranty applies only to materials that have been maintained according to the TQS, Inc. Care & Maintenance guidelines for Sonno surfaces. Care & Maintenance guidelines are available at [www.tqsfl.com](http://www.tqsfl.com).

### **CHOICE OF LEGISLATION**

This warranty shall be interpreted exclusively under the laws of the State of Florida.

### **INSPECTION**

TQS, Inc. has the right to inspect the material in question in order to assess any claim and must be allowed sufficient time to respond. All conclusions referring to Sonno surfaces manufacturing defect and/or affecting this warranty shall be made by TQS, Inc. and shall be final and binding upon both parties.

### **WARRANTY REQUIREMENTS AND CLAIMS PROCEDURE**

To register your warranty click [here](#). To request service under this warranty you must contact the company who sold you Sonno surfaces within thirty (30) days of the failure of Sonno surfacing materials.

TQS, Inc. is not responsible for damage or injury caused in whole or in part by acts of God, jobs site conditions, architectural / engineering design, structural movement, acts of vandalism, or other accidental incidents.