



## 15 YEAR WARRANTY POLICY

### TERMS AND CONDITIONS:

1. This warranty applies only to Ehren Quartz products.
2. This warranty applies only to Ehren Quartz products that have been permanently installed in the interior of a single-family residence and has not been moved from their original installation. If after or during installation you decide that you do not like the color or finish you selected, that decision is not covered under this warranty.
3. 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 where installed and expires upon transfer of ownership of the property.
4. This warranty **does not** cover any defect in, or damage to, the product arising from any work done by any party/person other than Ehren Quartz.
5. This warranty covers any defects in the manufacture of the original slabs. The subsequent fabrication, application and workmanship are not covered under this warranty.
6. This warranty **does not** cover Ehren Quartz products installed in any outdoor application.
7. This warranty **does not** cover Ehren Quartz products installed as flooring material.
8. Improper use, application or installation will shorten the lifetime of the product and will not be covered under this warranty. Such actions include but are not limited to: mishandling of the product, 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.
9. This warranty **does not** cover any defect in, or damage to, the product which results from placing hot items including, but not limited to, hot pans, electric frying pans or oven trays directly on the surfaces of the slabs.
10. This warranty **does not** cover the chips at edges or other areas caused by impact damage.
11. This warranty **does not** cover scratches caused by improper use as it is a part of care and maintenance.
12. This warranty **does not** cover failures caused by fabricators/installers due to improper fabrication and installation.
13. This warranty **does not** cover 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.
14. This warranty **does not** cover the damage of material that has been reduced in thickness.
15. This warranty **does not** cover the damage caused by creative use of the material such as thermal bending or curving.
16. This warranty **does not** cover damage caused by securing metal fasteners directly to the products.
17. This warranty **does not** cover damage to the product cause by installation of sinks and/or hardware.
18. This warranty **does not** cover mitered edges where the joint is not cut correctly.
19. This warranty **does not** cover installations of Ehren Quartz products by non-certified or non-qualified installers.