

Menards Tuscany FAQs

Q: What are Granite and Marble materials?

A: Granite and Marble are both natural stones.

Granite is made mostly from quartz and feldspar and is formed when magma absorbs minerals and then cools beneath the earth's surface. These minerals are what give granite its natural color variations. Granite is one of the hardest substances in the world, and is resistant to heat and cold, abrasions and scratches, and almost all chemicals commonly found in the home. However, granite is porous, and like most natural stones, it is recommended to seal granite upon both installation and then again annually to help prevent liquid absorption and staining.

Marble is a metamorphic rock that forms when limestone is subjected to heat and pressure. Composed primarily of calcite, it usually contains other minerals including micas, quartz, graphite, pyrite and iron oxides. Normally a light-colored rock, marble that has been formed in the presence of other minerals can feature shades of pink, gray, yellow, blue, or black. Marble can easily scratch, etch or stain if not properly cared for. **Using only pH-neutral and non-abrasive products when cleaning marble is recommended, as well as making sure the stone isn't exposed to acidic solutions such as lemon juice, tomatoes, or vinegar.** It is good to note that some enjoy the patina that age and use brings to their marble surfaces. Alternately, marble installations that show signs of age or distress can be resurfaced to like-new condition.

Veining often occurs in natural stones. Veining, or the long, meandering lines of color that traverse natural stone, is one of the most desirable characteristics people look for in natural stone because of the elegant yet organic look it gives. In geological terms, veins are sheets of crystallized minerals within a rock.

Q: What are blemishes in natural stone?

A: It's important to recognize the difference between man-made blemishes and natural ones.

Man-Made: (DEFECTIVE)

Chips and cracks are man-made flaws and are caused when the granite vanity tops are moved to and from warehouses/stores.

- Chip - A chip is a small piece of stone removed when it breaks against another hard surface.
- Crack - A crack is a line on the surface of the granite stone, along which has split without breaking into separate parts.

Natural: (NOT DEFECTIVE)

Fissure - A fissure is a natural fracture within the stone. A fissure is something that has occurred naturally during the stone's formation.

Q: What should I do once I open my vanity top set and find that the vanity top and/or the attached sink is broken?

A: Please return the vanity top set in its original box/packaging to a Menards retail store and bring along your receipt for a full exchange or refund.

Q: What should I do if I find that the backsplash is broken in the vanity top set, but the vanity top is not damaged?

A: Please return the entire vanity top set in its original box/packaging to a Menards retail store and bring along your receipt for a full exchange or refund.

Q: Can I reorder just a backsplash if I find that the backsplash is broken in the vanity top set, but the vanity top is not damaged?

A: Unfortunately, you cannot order a replacement backsplash as they are not sold separately. Please return the vanity top set in its original box/packaging to a Menards retail store and bring along your receipt for a full exchange or refund.

Q: Can I purchase just a vanity top or backsplash, and not the entire vanity top set?

A: Unfortunately, you cannot order or purchase an individual vanity top or a backsplash as they are not sold separately. We offer only complete vanity top sets that includes both the vanity top and its backsplash.

Q: What happens if my vanity top is damaged and it is currently installed?

A: If the vanity is found to be defective and you are the original consumer purchaser of the vanity top set, you are responsible for removing the vanity top (and backsplash) and returning the entire vanity top set back to a Menards retail store for an exchange, provided the vanity top warranty has been properly registered with Splendid International. Neither Splendid International nor Menards is responsible for any vanity top installation or removal costs. However, Splendid International or Menards may replace the vanity top at no cost to the original consumer purchaser as part of the warranty. In addition to the above, the original consumer purchaser must file a claim and confirm your proof of purchase with Splendid International.

Q: Does your company offer a service to modify/custom fit the Tuscan vanity top and/or backsplash (and/or side splashes) that I purchased from Menards?

A: Splendid International does not provide modification or custom design services for the Tuscan vanity top set line. The company only manufactures and produces vanity top sets in prefabricated sizes (25" – 31" – 37" – 49" – 61"). However, Menards offers many custom design services for your home, so we recommend that you contact your nearest Menards retail location for additional details.

Q: Does my granite (or marble) vanity top and backsplash (and side splashes) come pre-sealed to protect the surface area against moisture absorption?

A: Yes, the surface areas of the granite (or marble) vanity top and its accompanying backsplash (and side splashes) are protected with a sealant from the factory. However, it is recommended that the vanity top and backsplash (and side splashes) are re-sealed at least once a year to prevent dirt and liquids from seeping into the granite (or marble) surfaces.

Q: Why is it that in certain areas on my granite (or marble) vanity top surface, these areas turn a darker color when wet (with water) but return to their original color when dry?

A: This may indicate that the granite (or marble) vanity top surface may not be thoroughly sealed and therefore changes color when the area is wet. Please contact our Customer Service Department at 253-813-5692 or via email at customerservice@3splendidintl.com to obtain information on resealing your granite vanity (or marble) top as well as information on sealant material. Additionally, you may return the granite (or marble) vanity top back to a Menards retail store for an exchange.

[Sealant Name/Brand Sold at Menards: 511 Impregnator Sealant Penetrator (blue bottle)]

Q: Why are there little “white spots” within my marble vanity top surface area?

A: These white marks are known as “stun marks” and appear below the surface of natural marble stone. Stun marks occur when the crystals within the marble become crushed or compressed under pressure. Pinpoint pressures or focal impacts placed on the marble surface cause these marks. For example, women’s high heels or blunt pointed instruments are common causes of stun marks. Stun marks are **NOT** chips or etching within the marble stone. These marks will not affect the durability of your marble top.

Q: What is the warranty on the vanity tops and sinks?

A: The vanity tops and backsplashes (and side splashes) have a limited lifetime warranty while the undermount porcelain sinks have a 2-Year limited warranty. In order to ensure your vanity top and sink are covered under the limited lifetime warranty, they must be registered with Splendid International within 60 days from the date of purchase. See the “Tuscany Limited Warranty For Residential Applications” sheet for additional details.

Q: What should I do if the sink that is part of the vanity top set, is found to be defective?

A1: UNDER WARRANTY.

If the sink included as part of the vanity top set is found to be defective **AND** the vanity top set warranty card was properly registered with Splendid International **AND** the sink qualifies within the 2-year purchase warranty period, a replacement sink will be sent to you, free of charge. Please contact our Customer Service Department (CSD) at 253-813-5692 or via email at customerservice@3splendidintl.com for more information and to coordinate a replacement sink delivery. You will need to provide our CSD with images/photos of the defective sink and a copy of the original dated register receipt as proof of purchase.

A2: NOT UNDER WARRANTY.

If the sink included as part of the vanity top set is found to be defective **AND** the vanity top set warranty card was properly registered with Splendid International, **BUT** the sink falls outside of the 2-year purchase warranty period, you will need to purchase a replacement sink.

For Oval Sinks: Replacement oval sinks are a special-order purchase. Please contact your nearest Menards retail store for more information on ordering a replacement sink. Below are details for a replacement oval sink unit:

- SKU: 6004403
- Vendor Part #: 3s16190
- Cost: Contact Menards for actual cost

For Rectangle Sinks: Replacement rectangle sinks may be purchased at your nearest Menards retail store. Below are details for a replacement rectangle sink unit:

- SKU: 6071639
- Vendor Part #: 3SM207M
- Cost: Contact Menards for actual cost

Q: If I modify my vanity top set, will the set be covered by the limited lifetime warranty?

A: Any modifications made to the vanity top set components (vanity top and backsplash) will void any and all warranties of the set. Modifications include, but are not limited to, the following: cutting, trimming or grinding the vanity top and/or backsplash. Neither Splendid International nor Menards shall honor any applicable warranties if the vanity top set has been modified in any way. Furthermore, neither company is not responsible for any damages or injuries sustained during the modification of the vanity top set.

Q: Can I purchase additional backsplashes, custom vanity tops or different styles of sinks?

A: Splendid International does not offer these items. Please contact a fabrication contractor in your area for assistance.

Q: Why doesn't the side splash align exactly to the front edge of my vanity top?

A: Our Tuscany Granite and Marble Vanity Tops are 3 cm (1-3/16") thick and vary in length size from 25" to 61." They are all 22" deep. The front edge of our vanity tops is not completely flat and square. Each edge top has a 3 mm bevel that prevents chipping and reduces sharp edges (90-degree angle). The matching side splash is sized so when it is positioned with an installed backsplash, there will be a small gap toward the front edge of the vanity top.

Our Tuscany Side Splashes are 4" in height and available in two lengths: 20-5/16" and 20-3/4."

The 20-5/16" side splash should be used with the "radiused (rounded) front corner" vanity tops that feature an integrated oval sink. When stalled with its backsplash, there will be about a 12.7 mm (0.500") gap toward the front edge of the vanity top.

The Tuscany vanity tops (7) include:

- Blue Pearl
- Giallo Fiorito
- Night Dive
- Santa Cecilia
- Tan Brown
- Uba Tuba
- Ice Diamond

The 20-3/4" side splash should be used with the "square front corner" vanity tops that feature an integrated rectangle sink. When stalled with its backsplash, there will be about a 1.59 mm (0.063") gap toward the front edge of the vanity top.

The Tuscany vanity tops (3) include:

- Grey Forest
- Star Thunder
- Carrara Marble

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