AGM COUNTERTOPS

Limited Warranty Policy & Service TermsLimited Warranty Policy

This document establishes the official limited warranty policy granted by AGM Countertops, for fabrication, installation, and surface material performance.

Policy Overview

AGM Countertops stands behind the quality of its craftsmanship and installation workmanship. All projects completed by AGM Countertops are governed by the specific material and labor warranty provisions detailed below.Warranty Coverage Breakdown

Coverage Category	Warranty Term	Provider / Scope
Fabrication Labor	1 Year	Full coverage against defects in cutting, edge profiling, and mitering.
Installation Labor	1 Year	Full coverage for seam alignment, sink mounting stability, and leveling.
Engineered Quartz	Manufacturer Terms	Covered exclusively under the respective brand's limited manufacturer warranty.
Natural Stone	No Warranty	Natural stone products (Granite, Marble, Quartzite, Dolomite) carry no material warranty.

Detailed Scope of Coverage

1. Fabrication & Installation Workmanship (1-Year Limited Warranty)

AGM Countertops warrants to the original buyer that all fabrication and installation labor performed by AGM Countertops will be free from functional defects in craftsmanship for a period of one (1) year from the date of final installation.

- **Seams:** Seams will be set tight, level, and filled with color-matched epoxy. Minor seam separation due to adhesive failure within the 1-year period will be repaired at no cost.
- **Sink & Cutout Mounting:** Undermount sink cutouts and undermount sinks installed by AGM Countertops are warranted against structural detachment under normal residential usage for one year.
- **Mitered Edges & Waterfalls:** Miter joints constructed by AGM Countertops are covered against bond separation resulting from fabrication adhesive failure during the warranty term.

2. Engineered Stone & Quartz Products

All Engineered quartz products sold through AGM Countertops (including Cambria, Silestone, Caesarstone, MSI, StratusQuartz, and Arizona Tile Della Terra) are manufactured synthetic surfaces.

- AGM Countertops passes through all original manufacturer warranties directly to the client.
- Manufacturer coverage requires adherence to specific brand registration and operational care guidelines.
- Material defect claims (e.g., internal resin pooling, shade inconsistencies, or manufacturing flaws) must be submitted directly through the manufacturer or facilitated by AGM Countertops on behalf of the customer.

3. All Natural Stone Products (Granite, Marble, Quartzite, Dolomite)

Natural stone is created by geological processes over thousands of years. Because natural stone is a natural product with inherent variations, **there is no express or implied warranty on natural stone materials**.

- **Fissures & Inclusions:** Naturally occurring pits, veins, fissures, and color variations are characteristic features of natural stone and do not constitute material defects.
- **Porosity & Staining:** Natural stone is naturally porous. While AGM Countertops applies a high-grade sealer upon installation, periodic resealing and proper stone maintenance are the sole responsibility of the customer.
- **Etching & Chemical Sensitivity:** Calcite-based stones (Marble, Dolomite, and certain Quartzites) react with acidic compounds (vinegar, citrus, wine). Etching or dulling of polished/honed finishes caused by chemical exposure is not covered.

Exclusions & Limitations

The 1-year labor and fabrication warranty explicitly excludes coverage for damages resulting from:

- **Structural Movement:** Cracks or seam separation caused by building settlement, subfloor movement, improper cabinet leveling after installation, or inadequate structural support.
- **Thermal Shock:** Cracking or discoloration caused by placing hot cookware, trivets, or heat-generating appliances directly on the stone surface.
- **Chemical Exposure:** Damage caused by harsh cleaning chemicals, bleach, solvents, oven cleaners, drain cleaners, or abrasive scrubbing pads.
- **Accidental Damage & Abuse:** Chipping, cracking, scratching, or impact damage occurring after installation completion.
- **Outdoor Installations:** Discoloration, resin yellowing, or weathering of quartz or non-exterior rated stones installed in outdoor environments.
- **Alterations:** Any modifications, re-cuts, or repairs performed by third parties not authorized by AGM Countertops.

Claim Submission Procedure

To initiate a warranty service request, please follow these steps:

1. **Verify Coverage:** Confirm that the issue falls within the 1-year labor warranty window from the date of installation.
2. **Document the Issue:** Take clear photographs of the area requiring service from both close-up and full-countertop perspectives.
3. **Submit Request:** Contact AGM Countertops via email or phone with your invoice number and description of the issue:
    - **Email:** admin@agmcountertops.com)
    - **Phone:** (972) 514-1623
    - **Office Address:** 2200 Regency Dr., Irving, TX 75062
4. **Inspection:** AGM Countertops will review the submission and, if necessary, schedule a field technician inspection.