

WARRANTY & MAINTENANCE

RESIDENTIAL TEN-YEAR LIMITED WARRANTY ON INSTALLATION

KB Countertops warrants to you, the owner of the original installation of granite countertops, that upon the following terms and conditions KB Countertops, at its option, will repair or replace, without charge, your granite countertops, provided that KB Countertops determines that the product has failed due to any defect in installation during 10 years from the installation date. The warranty does not cover damage caused by physical, chemical or other abuse, normal wear and tear, acts of nature, scratches or chips and people who regret their design or style choices.

****KB COUNTERTOPS LIMITED 10-YEAR INSTALLATION WARRANTY****

****WARRANTY COVERAGE:****

KB COUNTERTOPS ("COMPANY") WARRANTS TO THE ORIGINAL PURCHASER ("CUSTOMER") THAT THE INSTALLATION OF KB COUNTERTOPS PRODUCTS SHALL BE FREE FROM DEFECTS IN WORKMANSHIP FOR A PERIOD OF TEN (10) YEARS FROM THE DATE OF INSTALLATION UNDER NORMAL USE AND SERVICE. THIS WARRANTY IS NON-TRANSFERABLE AND APPLIES ONLY TO INSTALLATIONS PERFORMED BY AUTHORIZED KB COUNTERTOPS INSTALLERS.

****EXCLUSIONS:****

THIS WARRANTY DOES NOT COVER:

1. DAMAGE RESULTING FROM MISUSE, ABUSE, ACCIDENTS, ALTERATIONS, OR IMPROPER USE.
2. DAMAGE OR DETERIORATION DUE TO ENVIRONMENTAL FACTORS, THERMAL EXPANSION, OR STRUCTURAL MOVEMENT/SETTLEMENT OF THE BUILDING.
3. NORMAL WEAR AND TEAR OR NATURAL CHARACTERISTICS OF THE MATERIAL.
4. PRODUCTS NOT INSTALLED BY AN AUTHORIZED KB COUNTERTOPS INSTALLER.
5. LABOR COSTS FOR THE REMOVAL OR REINSTALLATION OF PRODUCTS.
6. INCIDENTAL OR CONSEQUENTIAL DAMAGES.

****REMEDY:****

IF A DEFECT IN WORKMANSHIP IS FOUND DURING THE WARRANTY PERIOD, KB COUNTERTOPS WILL, AT ITS DISCRETION, REPAIR OR REPLACE THE AFFECTED INSTALLATION. THE CHOICE BETWEEN REPAIR AND REPLACEMENT WILL BE MADE BY KB COUNTERTOPS AND IS SUBJECT TO THE AVAILABILITY OF MATCHING MATERIALS.

****CLAIM PROCESS:****

TO MAKE A CLAIM UNDER THIS WARRANTY, THE CUSTOMER MUST PROVIDE:

1. PROOF OF PURCHASE AND EVIDENCE OF INSTALLATION BY AN AUTHORIZED INSTALLER.
2. A DETAILED DESCRIPTION OF THE DEFECT.
3. ACCESS FOR KB COUNTERTOPS REPRESENTATIVES TO INSPECT THE INSTALLATION IF NECESSARY.

CLAIMS MUST BE MADE WITHIN SEVEN (7) DAYS OF DISCOVERY OF THE DEFECT AND CAN BE INITIATED BY CONTACTING KB COUNTERTOPS CUSTOMER SERVICE

****LIMITATIONS:****

THIS WARRANTY IS THE EXCLUSIVE WARRANTY PROVIDED BY KB COUNTERTOPS AND REPLACES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO REPRESENTATIVE, EMPLOYEE, OR AGENT OF KB COUNTERTOPS IS AUTHORIZED TO MAKE ANY MODIFICATION, EXTENSION, OR ADDITION TO THIS WARRANTY.

GENERAL RESIDENTIAL WARRANTY TERMS AND CONDITIONS

- This warranty applies only to countertops fabricated and installed by KB Countertops
- This warranty applies to installations of countertops that have been permanently installed in residential residences for countertop usage and that have not been moved from the original, permanent installation. This warranty does not apply to any other installation of granite.
- This warranty applies to granite countertops purchased from and installed by KB Countertops , for owner-occupied residences only.
- To obtain service under this warranty You must permit KB Countertops agent to inspect the installation of the product. You will reasonably cooperate with KB Factory Outlet in its efforts to perform its obligations under this warranty. All decisions about defects in the fabrication or installation shall be made by The KB Factory Outlet and communicated to you in a timely manner. Whether The KB Factory Outlet performs repair or replacement of your installation, we will seek to obtain the best possible result. Since natural stones is created by nature, exact color match to the originally installed granite cannot be guaranteed.

- If during or after installation you decide that you do not approve of the material you selected or the natural color variations and veining of your installation, replacement is not covered under this warranty. This warranty does not cover the natural characteristics of stone, which include, but are not limited to, color variations, water lines, fissures, surface pits and blemishes.
- If you have not purchased sealer from KB Factory Outlet at the time of installation. It is recommended that the consumer apply, or have applied, sealer every 12 months thereafter. Natural stone is porous and may therefore result in staining. Food or liquid stains, damage caused by chemicals or physical use or abuse are expressly excluded within this warranty.
- This warranty shall be null and void unless the countertops have been paid for in full.
- This warranty covers seam performance but not the appearance of the seam. Seam failure due to settling or structural issues unrelated to the countertop installation are not covered.
- This warranty does not cover use of products for "commercial" uses, uses of products exposed to outside weather and climate conditions, or abuse in any way. "Commercial" use includes, but is not limited to, use in a store, office, or other place of business. In addition, this warranty will not cover damage from vandalism, use of improper cleaning solutions, or damage from the dropping of heavy object on the countertop.
- KB Factory Outlet is not responsible for damage or injury caused in whole or in part by acts of God, jobsite conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents.
- KB Factory Outlet obligation under this warranty is limited solely to the repair or replacement of the countertops including necessary labor charges needed to repair or replace the natural stones covered by this warranty. KB Factory Outlet will repair any area of the installation that is determined by KB Factory Outlet to be defective. KB Factory Outlet will pay for the cost of the product, labor involved in the removal and replacement of the original installation of the countertops only , KB Factory Outlet is not responsible for plumbing and electrical disconnect and reconnect charges.
- Except as provided in this limited warranty, KB Factory Outlet shall not be liable in either tort or contract from any loss of direct, consequential or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. KB Factory Outlet makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein.

COUNTERTOP MAINTENANCE

- DO - Clean all spills immediately. Leaving spills for a long time, even on sealed material, can stain the material.
- DO - Use trivets or hot pads on countertops. While granite, and soapstone are very heat resistant, sudden large temperature changes are not recommended.

- DO - Use warm water and a soft cloth or sponge to clean countertops. Use a PH neutral cleaner. Prolonged use of cleaner, including dish soap, can leave a dull film. This can be removed with a granite cleaner or polish.
- DO - Seal your granite every year or so. Seal travertine and marble every 3-6 months.
- DO - Use placemats under china, ceramics, and silverware (anything that can scratch) when placing them on soft material like travertine and marble.
- DO - Place toiletry items in baskets when keeping them on vanity tops to prevent staining.
- DO - Use coasters under glasses containing alcohol, soda, or fruit juices on material prone to etching like travertine and marble.
- DO - Use wax or mineral oil on soapstone to remove scratches and to darken material.
- DON'T - Leave spills on countertops for any length of time.
- DON'T - Use bathroom cleaner, grout cleaner, tub cleaner, vinegar, bleach, ammonia, or any abrasive cleaners on countertops.
- DON'T - Sit or stand on countertops.
- DON'T - Use knives on soft material like soapstone, travertine and marble.