

INSTALLATION WARRANTY

The work done by Constellation Countertops., is backed by our 1 year limited warranty. Details of the warranty are below, but the general principle is: “If there is something we didn’t do correctly, we will correct the problem and stand behind our work.”

For all manufacturer warranties, please visit their respective websites for more information.

What Does This Warranty Cover?

This warranty applies to the installation of Constellation Countertops materials that have been permanently installed in owner-occupied residential only. We will repair or replace, at our option, any defects in materials, fabrication or installation with the same grade and quality of materials as the original using an acceptable color match, accepting that there are natural variations in veining and color with natural stone.

This warranty covers seam performance, but not the appearance of the seam.

What Does This Warranty Not Cover?

This warranty does not cover natural characteristics of stone/quartz which include, but are not limited to natural color variations, water lines or physical properties (fissures, surface pits, blemishes) that are normal and natural for some stones. If, after or during installation, you decide that you do not like the colors you selected or the natural stone / quartz variations and veining of your installation, replacement is not covered by this warranty.

Choosing a dark coloured quartz, you accept that some dark quartzs are more likely to show blemishes, fading, and scratches than lighter coloured quartzs. Seams on some dark coloured quartzs do not hide as easily as light coloured quartzs. Polished edges on darker quartzs may not match the factory finish of the surface, and sometimes require enhancing chemicals.

This warranty does not cover countertops that have been moved from their original, permanent installed location.

This warranty does not cover damage to your countertop caused by items out of our control such as:

- Use of improper cleaning solutions
- Some dark colored countertops require enhancers on the edges and seam. These may wear off over time.
- Choosing a Dark colored quartz is more likely to fade and show scratches and other blemishes.
- Chemical abuse, including but not limited to, surface etching by:leaving acidic or aggressive chemicals in contact with the material caring and maintaining your countertop improperly
- Physical abuse, including but not limited to, surface chipping, cracking, scratching caused by negligence and abuse such as:excessive loading or dropping of heavy objects on the countertop
- standing on the countertop
- House settling or foundation movement due to any cause.
- Cabinet movement due to any cause.
- Cracking or shrinking of flexible caulks due to age or thermal movement of the home.
- Cracking in the corners of countertops that are on top of unsupported corner cabinets with no cross bracing i.e Lazy Susan’s.
- Seam failure due to settling or structural issues unrelated to the countertop installation.
- Damage from acts of vandalism.
- Damage from excessive heat.
- Exposure to weather conditions.
- Jobsite conditions or trades abusing your countertops; for example, standing on, hammering on.
- Architectural and engineering design.
- Overhangs that exceed recommended length. 8” for 2cm material, 12” for 3cm material.
- Ordinary wear and tear.

What is the Period of Coverage?

The period of coverage is the first 1 year from date of completion of installation.

Constellation Countertops warranty is non-transferable to subsequent owners of your home.

Should we elect to repair or replace your countertop, your warranty will continue from the original date of installation and not from the date of repair or replacement.

What Will We Do to Correct Problems?

We will repair or replace countertops including necessary labour charges needed to repair or replace the countertop covered by this warranty. We will repair any area of the installation that is determined by us to be defective. We will pay for the cost of the product, labour involved in the removal and replacement of original installation. You will be responsible for any other costs associated with or arising out of the repair or replacement such as plumbing and electrical disconnect and reconnect charges to the extent determined necessary by us.

You must reasonably cooperate with Constellation Countertops in its efforts to perform its obligations under this warranty. Constellation Countertops will communicate to you in a timely fashion all decisions about defects in the conversion or installation. Warranty work will be completed at our discretion.

Constellation Countertops makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein.