



## WARRANTY POLICY

*(10 year warranty for commercial area)  
(15 year warranty for residences)*

### TERMS & CONDITIONS

1. This warranty applies only to INSPIRED QUARTZ.
2. This warranty applies only to INSPIRED QUARTZ that have been permanently installed in the interior of single-family residences as well as commercial and have 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 is valid to the Original Owner of the original residence in which a INSPIRED QUARTZ is installed. The option to repair or replace the product is at the sole discretion of INSPIRED QUARTZ.
4. This warranty doesn't cover any defect in, or damage to, the product arising from any work done by any party / person other than INSPIRED 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 INSPIRED QUARTZ installed in any outdoor application.
7. This warranty does not cover INSPIRED QUARTZ used as flooring material.
8. Improper use, application or installation will shorten the lifetime of product and will not be covered under this warranty. Such actions includes but are not limited to: mishandling of the products, 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 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 while securing mechanical fasteners directly to the products
17. This warranty does not cover damage to the product caused by installation of sinks and / or hardware
18. This warranty does not cover milter edges where the joint is not cut correctly.
19. The warranty does not apply if the material is not installed by a qualified, licensed professional.
20. This warranty does not cover label, removal, fabrication or installation of material or any other occurred costs that may be associated with the removal or reinstallation of material covered under this warranty.
21. This warranty only cover materials and/or services that have been paid in full.
22. This warranty does not cover any damage that may incurred while the material is stored or installed on a construction site prior to the “owner”, taking possession. Nor does this warranty cover damage done to the material as a result of a remodeling process.
23. This warranty applies only to materials that have been maintained according to the INSPIRED QUARTZ Care & Maintenance guidelines. Care & Maintenance guidelines are available at [www.inspiredquartz.com](http://www.inspiredquartz.com).
24. To request service under this warranty you must contact the company who sold you INSPIRED QUARTZ within thirty (30) days of the failure of INSPIRED QUARTZ surfacing materials.
25. This warranty is not applicable to any use or damage caused by normal every day use. Use of hot-pads and insulating materials are necessary when placing hot times on engineered stone surfaces.

26. In the event that INSPIRED QUARTZ materials fail due to manufacturing defect, INSPIRED QUARTZ / or Caslaquartz's distributors will or replace such material. INSPIRED QUARTZ cannot guarantee an exact color match to existing product. All decisions regarding this warranty are at the sole discretion of INSPIRED QUARTZ. No one is authorized to make any claims or promises outside of this document on behalf of INSPIRED QUARTZ.
27. INSPIRED QUARTZ is not responsible for damage or injury caused in whole or in part by acts of God, jobs site conditions, architectural / engineering design, structural movement, acts of vandalism, or other accidental incidences.
28. INSPIRED QUARTZ shall not be responsible in either contract or tort for any loss of direct, indirect, consequences, special, exemplary or punitive damages arising out of the use or inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.