

WARRANTY GUIDE



Terms & Conditions

This warranty applies only to quartz surfacing materials;

This warranty applies only to Products that are permanently installed in the interior of single family-owned residential structures and that have not been moved from their original installation location.

This warranty only applies to Products that have been stored, handled, maintained, fabricated and used in compliance with Instructions for product care and service.

Exclusions

This warranty does not cover:

1. Commercial applications. Commercial applications include but not limited to hospitals, restaurants, offices, retail stores, hotels;
2. Products installed in outdoor applications;
3. Products installed as flooring material;
4. Products removed from their original locations;
5. Chips or other excessive impact damage in the product;
6. Cracks or fissures. Coante is an extremely strong Product and cracking may occur only if there is an external force or interaction causes, such as impacts, uneven cabinets or flooring, structural settling or movements, thermal shock, improper installation or other conditions in the home that may put excess stress on the Product;



7. Scratches. Coante is a very hard material and has high scratch resistance, but it is not scratch proof. Use of a cutting board is necessary;
8. Chemical damage;
9. Natural variances in color, shade, size and shape of particles or randomness of patterns or gloss level. These characteristics are natural and inherent in the Product. Color samples are only representative of the Product and not an exact replica;
10. Products that the customer decide that they do not like after installation due to color, edging styles or other opinions based on personal preference;
11. Temporary marks on the Product including but not limited to metal marks, fingerprints or smudges or other signs of daily living;
12. Fabrication and installation quality;
13. Seam, adhesives, chalk appearance or performance;
14. Installation of sinks, appliances, plumbing fixtures or mechanical fasteners secured directly into the Product;
15. Products that are milled to reduce factory made thickness;
16. Products with altered surface finish (other than the original factory-made finish);
17. Products that are not installed two dimensional, such as bended, curved applications;
18. Improper use or abuse in any way. Improper use or abuse includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat, scorching or exposure to weather conditions, exposure to direct sunlight, physical or chemical abuse, acid etching, staining or damage from improper care and maintenance or damage from chipping, cracking, impact damage or breaking;
19. Any 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;
20. Defects within quality tolerances that are described in "Coante Quality Control Criteria's";
21. Cases where the product information on the back of the Products is removed.
22. Any additional or supplemental fabrication, construction work, repairs or modifications such as, any plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the Product covered under this limited warranty.
23. This warranty does not cover effects of acts of Vandalism, terrorism, natural disasters or accidents.