

# **GRANITE/TREND TRANSFORMATIONS AND STRESSLESS REMODELING**

## **LIFETIME LIMITED MATERIAL WARRANTY**

### **NORTH AMERICA**

This Letter of Warranty shall have full validity only when the consumer has registered within 3 months of purchase of the product, as indicated in the corresponding section, and when the consumer submits the original invoice or sales receipt (indicating the purchase date and name of the franchise of the product). In order to be effective, this warranty must be registered online on the website: [www.granitetransformations.com](http://www.granitetransformations.com). RockSolid Granit (USA), Inc. and StressLess Remodeling reserve the right not to offer the warranty services if the requirements set forth are not met.

RockSolid Granit (USA), Inc. ("Granite/TREND Transformations and StressLess Remodeling") warrants to the original owners of exclusively installed etherium® By E-Stone products (the "Product") that the Product will be free from manufacturing defects for so long as the original owner owns the Product. Although the Product is carefully inspected prior to installation, it is the responsibility of the owner to thoroughly inspect the Product at the time of installation. Any damage to the Product thereafter is the responsibility of the owner. Final inspection and approval of the installation is also the owner's sole responsibility.

### **What this Lifetime Limited Warranty covers:**

This Lifetime Limited Warranty will apply only where Product is properly fabricated and installed in the United States of America or Canada for residential interior countertop use only by Granite/TREND Transformations and StressLess Remodeling-approved installers and fabricators, subject to the exclusions set forth below; is used for its intended purpose; and is used strictly in accordance with the Granite/TREND Transformations and StressLess Remodeling Product Care and Maintenance Information which is provided with this warranty.

If a manufacturing defect occurs during the warranty period, Granite/TREND Transformations and StressLess Remodeling will, at its sole option, repair, or replace the defective Product (but only with Granite/TREND Transformations and StressLess Remodeling Product).

Granite/TREND Transformations and StressLess Remodeling will seek to obtain the best possible result, whether we decide to repair or replace your installation. However, exact color

match is never guaranteed. All decisions regarding this Lifetime Limited Warranty are at the sole discretion of Granite/TREND Transformations and StressLess Remodeling.

No representative, dealer, franchisee, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Granite/TREND Transformations and StressLess Remodeling with respect to the Product.

## **What this Lifetime Limited Warranty does NOT cover:**

This Lifetime Limited Warranty is null and void unless the Product has been paid for in full.

This Lifetime Limited Warranty does not cover color variances, minor imperfections, pitting, inclusions, chemical abuse, damage due to settling or inadequate support, cracks, impact damages or defects by fabrication, misuse or improper fabrication. The Product has natural variations in the color, size, shape and distribution of the pattern of the aggregate material or the natural variations in the background tone. These characteristics are inherent and unique characteristics of the Product. Color samples provided to consumers, franchisees, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.

This Lifetime Limited Warranty does not cover scratches or stains. The Product is a durable material and scratch-resistant and stain-resistant, but not scratch-proof or stain-proof. Proper care must be exercised. We strongly recommend the use of a cutting board as part of your care and maintenance for kitchen countertops. Spills should be cleaned promptly.

This Lifetime Limited Warranty does not cover any additional or supplemental repairs or modifications, for example, but not limited to, any cabinetry, plumbing, electrical, tile or mosaic or any wall surface modifications that may be necessary to repair or replace the Product covered by this Lifetime Limited Warranty; such other repairs and modifications will be the responsibility of the customer. Sinks, faucets, cabinets, fixtures, appliances, and any other accessories (decorative or not) may have separate warranties through their manufacturer. These warranties are not covered by this Limited Lifetime Warranty or handled by Granite/TREND Transformations and StressLess Remodeling. There may be service or labor charges for any non-warranty matters and any such charges are your sole responsibility.

This Lifetime Limited Warranty does not cover uses of Product exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, exposure to ultraviolet light, physical or chemical abuse, and damage from improper care and maintenance, including, but not limited to, cracks and/or chips resulting from any improper care, maintenance or other misuse or abuse.

Granite/TREND Transformations and StressLess Remodeling is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism, or accidents.

This Lifetime Limited Warranty does not cover adhesives, caulk, sealant or any accessory items.

This Lifetime Limited Warranty also does not cover damage to Product from burns due to high heat or excessive or prolonged exposure to heat over time. We strongly recommend the use of trivets.

This Lifetime Limited Warranty does not cover Product that you, the customer, decide you do not like after installation due to color, edging styles or other options based on personal preference.

While some customers may opt to install our Product in outdoor applications, this use is not covered by this Lifetime Limited Warranty. In addition, Product should not be exposed to direct sunlight or prolonged exposure to indirect sunlight as fading may occur, depending on amount of and location of exposure of the Product. This Lifetime Limited Warranty does not cover any fading or discoloration due to prolonged exposure to UV ray or sunlight.

## **Warranty Service:**

To obtain the best service under this Lifetime Limited Warranty, please contact our Warranty Services Department via phone by calling 954-435-5538 or via e-mail to [warranty@granitetransformations.com](mailto:warranty@granitetransformations.com). Or, submit your claim in writing to:

RockSolid Granit (USA), Inc. and StressLess Remodeling 1565 NW 36th Street Miami, Florida 33142 Attention: Warranty Services Department

Please have available and provide the following information:

1. Your name, address, telephone number and email address;
2. Date of purchase or date of installation;
3. Location from which you purchased the Product;
4. Description of the claim.

You must provide proof of purchase in the form of a copy of your original contract, receipt or invoice showing the name of the owner, Granite/TREND Transformations and StressLess Remodeling location and terms of the purchase in order for Granite/TREND Transformations and StressLess Remodeling to consider honoring this Lifetime Limited Warranty. In the event that you are not the original owner of the installed Product, we may request that you supply us with the original purchase contract or any other paperwork or information we may require to verify the original installation.

Any new owner of the Product will receive a pro-rated 10-year limited warranty, which is prorated from the original date of installation. In no event will the transferred warranty exceed 10 years from the date of the original installation.

You must provide Granite/TREND Transformations and StressLess Remodeling with any other additional information requested by us and agree to fully cooperate with Granite/TREND Transformations and StressLess Remodeling or its authorized agents in the inspection of the Product and assist us in efforts to perform our obligations under this Lifetime Limited Warranty. You recognize that Granite/TREND Transformations and StressLess Remodeling will need some time and opportunity to inspect the Product, evaluate and respond to the claim.

## **General Terms and Conditions of this Lifetime Limited Warranty:**

Except as may be provided in this Lifetime Limited Warranty, Granite/TREND Transformations and StressLess Remodeling shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or in the ability or inability to use the Product in residential applications covered by this Lifetime Limited Warranty. Some states or provinces do not allow the exclusion or limitation of incidental damages, so the above limitation may not apply to you.

Granite/TREND Transformations and StressLess Remodeling makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein. Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state-to-state, or in Canada, from province-to-province.

This is the only warranty offered by Granite/TREND Transformations and StressLess Remodeling for the Product. No one other than Granite/TREND Transformations and StressLess Remodeling is authorized to make any warranty or promise with respect to the Product.

This Lifetime Limited Warranty shall be interpreted exclusively under the laws of the State of Florida.

## **CARE, MAINTENANCE AND PRODUCT INFORMATION GUIDE**

(Forming part of and incorporated into the Warranty)

Below are our recommended care instructions for your etherium® By E-Stone product.

1. **Everyday Cleaning** Simply wipe with a damp cloth using a mild detergent. Do not use scourers, steel wool products, abrasive and/or lemon cleaners.
2. **Stain Resistance** Your product is stain-resistant (not stain-proof) to most common household food and liquid products; however, spillages such as wines and acidic substances (e.g. vinegar) should be wiped clean as soon as possible, especially on light colors. It is not recommended to leave food and liquid spills overnight. Chemicals such as solvents, acetone, acid or alkaline products can cause damage.
3. **Scratch Resistance** Your product is scratch-resistant (not scratch-proof), but as with any high-shine surface, care should be taken. We recommend use of a chopping board.
4. **Heat Resistance** Your product is heat-resistant and hot pans can be placed directly onto the surface for a short period of time; however, extreme heat will cause damage. We recommend use of a hot pad or trivet. Exposure to a naked flame will also cause damage and care should be exercised if spillage should occur with hot fat or oils, which should be removed as soon as possible.

## **CARE AND MAINTENANCE OF etherium® By E-Stone PERLA PRODUCTS: PERLA DI SABBIA AND PERLA BIANCA, SPECIFICALLY**

This unique product combines etherium® By E-Stone technology with a mix of beautiful and natural mother-of-pearl shell. Shell color and dispersal can vary between individual sheets. Because shell is formed from calcium carbonate and is softer than the composite sheet, the embedded areas can be susceptible to staining, abrasion by harder compounds and can react to vinegar, citric and other acids.

Overexposure or abuse of these substances can diminish the surface quality and affect the original purchaser's warranty. As with any boutique solid surface product, we advise that all Perla products be looked after in the same way as other etherium® By E-Stone Collection surfaces. In addition to our 'Care of Product' advice above, any spillage of vinegar or citrus fruit juice on the surface should be immediately wiped off with soapy water and a clean, damp cloth. Do not use lime scale remover, detergents containing citric acid (lemon), calcium cleaners or bleach, as these products will dissolve the shells.

## **CARE AND MAINTENANCE OF etherium® By E-Stone GLASS: RECYCLED RANGE, SPECIFICALLY**

We are fully committed to increasing our range of environmentally friendly materials and have developed etherium® By E-Stone Glass specifically for this purpose. Using a high percentage of post-consumer recycled glass, this range can be slightly more susceptible to marking and some extra care should be taken. Dropping heavy objects directly onto the surface or placing them down hard should be avoided in particular. Please note that glass that may look cracked or

shattered is part of the product's unique appearance and that this does not compromise the integrity of the surface.

## **Description**

The etherium® By E-Stone Collection range of products is engineered from quarried natural materials and includes granite, stone, marble, quartz and mother-of-pearl shell, as well as glass, which are all compressed into graduated-size pieces and mixed with specially formulated UV-stable polymers. Each slab is individually formed on a reinforced mat, fired, and then polished to form a deep, lustrous shine. The etherium® By E-Stone Collection may contain fine surface swirls/buffer marks as a result of the polishing process. (These may only be visible under certain light.) The finished surface is heat, scratch, and stain-resistant.

## **Color Specification**

Because the etherium® By E-Stone Collection range is made up almost totally of natural material, some variation in stone/glass color and particle size is to be expected. This is quite normal and is not considered a product fault or defect. Foreign-colored stones may also feature in our products primarily due to the different mineral makeup of rock deposits, all of which have their own unique coloration and texture. For example, it is not an unusual occurrence to find a quartz-based particle (white inclusion) in a predominantly black (Nero Stella) slab. Nor is it unusual to find darker-colored stones (brown/black) in a lighter-colored slab (white/cream).

## **Samples**

We have no control over the inherent features of either stone (granite, quartzite) or glass. Displays and samples are provided as an indication only, batch variations will occur. It is impossible to continually provide current samples of the variations in materials.