

WARRANTY

Surfaces In Stone, L.L.C. offers a limited warranty, 12 months from installation date, on defects from fabrication or installation. The following items are covered:

SEAMS

The settlement of a new house or a new cabinet installation can cause a seam on a countertop or backsplash to become misaligned, loosen the seam adhesives, and create small chips at joined edges. This settlement is not considered a defect, as Surfaces in Stone, L.L.C. can neither predict nor control it. We will repair these areas at no charge within the warranty period.

In cases of extreme and excessive settlement problems on floors and cabinets, we will attempt to repair, if possible, on an hourly charge basis, and the customer will be responsible for the replacement cost of any stone.

FILL

Slabs of stone that are received at our fabrication shop may contain sections of fill where a natural pit or chip has occurred and has been filled with a color matched epoxy by the stone supplier. On rare occasions, this fill can loosen and fall out. We will repair these fill areas to the best of our ability, at no charge, within the warranty period.

SINKS

Undermount sinks installed by Surfaces in Stone, L.L.C. are warranted from detachment, slippage, or movement, provided the plumber does not move the sink while making the initial connections.

DISHWASHER AND COMPACTORS

Dishwashers/compactors not be mounted directly to the stone countertop. The use and action of a dishwasher or compactor mounted directly to the stone can cause seams to open and add the risk of the front of the countertop breaking off. All dishwashers are now available with side mount capability.

WARRANTY

STAINS

Because of the porous nature of natural stone we cannot warranty against staining. We apply one coat of sealer to all countertops after fabrication. To maximize the stain protection of the stone it is suggested that the customer apply an additional two coats of sealer as soon as possible after installation and to check countertops yearly after that. Our premium permanent sealer is available for an additional charge.

Stone is a natural material, and, as such, variations in color, flatness, thickness, graining, and composition are natural characteristics, which cannot be avoided. During fabrication, we make every effort to reinforce these materials to give them additional strength, durability, and stain resistance.

After installation, any problems caused from misuse, abuse, or extreme duress by the customer or other tradespersons based on use or ongoing construction will void all warranties.

The proper care and use of your stone products is important to assure lasting pride and enjoyment of your installation. Please call us with any questions regarding the care for maintaining the beauty of your stone.