

GRANITE & MARBLE DEPOT, INC.

15-YEAR LIMITED WARRANTY – QUARTZ PRODUCTS

Effective Date: March 31st, 2021

Granite & Marble Depot, Inc. (“GMD”) is proud to offer a 15-Year Limited Warranty on our quartz surfaces. This warranty applies to quartz products purchased and installed after the effective date and is extended solely to the original purchaser for interior residential applications.

WHAT IS COVERED

GMD warrants that our quartz surfaces will be free from manufacturing defects under normal use and service for a period of fifteen (15) years from the date of installation. This warranty applies only when the product is properly fabricated and installed by a certified fabricator and maintained according to industry standards.

Covered issues may include, but are not limited to:

- Surface defects caused by manufacturing errors
- Delamination of the quartz surface
- Abnormal discoloration not caused by external factors
- Excessive warping or structural failure due to internal material flaws

WHAT IS NOT COVERED

This warranty does not cover damage or defects resulting from:

- Improper fabrication or installation
- Structural movement or settling of cabinetry or substrate
- Exposure to chemicals, strong cleaners, solvents, paint removers, or acidic/alkaline substances
- Thermal shock (e.g., placing hot pans directly on the surface)
- Scratches, chips, or cracks from misuse or impact
- Outdoor use or exposure to UV light
- Normal wear and tear, including dulling or fading over time
- Customer negligence or failure to maintain the surface properly

CLAIM PROCEDURE

To make a warranty claim, the original purchaser must contact Granite & Marble Depot, Inc. in writing and provide:

- Proof of purchase (invoice or sales receipt)
- Description of the issue and photographic evidence
- Access to inspect the surface in question, if needed

All claims must be made within the 15-year warranty period. GMD reserves the right to inspect and verify the claim before any repair or replacement is authorized

REMEDY

If the claim is deemed valid, Granite & Marble Depot, Inc. will, at its sole discretion:

- Repair the affected area, or
- Replace the defective material with the same or comparable quartz product

Labor costs for removal, fabrication, or reinstallation are not covered under this warranty.

LIMITATIONS

This warranty is:

- Non-transferable and applies only to the original purchaser and installation address
- Limited to the cost of the material only
- Void if any unauthorized modifications or repairs are made to the quartz product

DISCLAIMER

This warranty is the sole and exclusive warranty provided by Granite & Marble Depot, Inc. and supersedes all other warranties, expressed or implied. GMD disclaims any liability for incidental or consequential damages.

CONTACT US

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