



STONE DYNAMICS
NATURAL STONE - WARRANTY

WARRANTY & MAINTENANCE

Simply put, we stand behind what we do. When it comes to workmanship, we're going to stand behind it.

Our warranty does not protect regret in design or style choice.

RESIDENTIAL TEN-YEAR LIMITED WARRANTY

Stone Dynamics warrants to you, the owner of the original installation of countertops, that upon the following terms and conditions, Stone Dynamics at its option, will repair or replace, without charge, your countertops, if Stone Dynamics determines that the product has failed due to any defect in fabrication or installation also known as the workmanship, during the first ten (10) years from the installation date. The warranty does not cover damage caused by physical, chemical, or other abuse, normal wear, and tear, acts of nature, scratches, or chips.

GENERAL RESIDENTIAL WARRANTY TERMS AND CONDITIONS

- This warranty applies only to countertops fabricated and installed by Stone Dynamics.
- This warranty applies to installations of countertops that have been permanently installed in residential residences for countertop usage and that have not been moved from the original, permanent installation. This warranty does not apply to any other installations.
- This warranty applies to stone countertops purchased from and installed by Stone Dynamics for owner-occupied residences only.



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- To obtain service under this warranty you must contact Stone Dynamics. You must allow Stone Dynamics agent to inspect the installation of the product. You must reasonably cooperate with Stone Dynamics in its efforts to fulfil its obligations under this warranty. All decisions about defects in the fabrication or installation shall be made by Stone Dynamics and communicated to you in a timely manner. Whether Stone Dynamics performs repair or replacement of your installation, we will seek to obtain the best possible result. Since natural stone is created by nature, exact color match to the originally installed stone cannot be guaranteed.
- If during or after installation you decide that you do not approve of the material you selected or the natural color variations and veining of your installation, replacement is not covered under this warranty. This warranty does not cover the natural characteristics of stone, which include, but are not limited to, color variations, water lines, fissures, surface pits and blemishes.
- Sealing after installation. It is recommended that the consumer apply, or have applied, sealer every 12 months thereafter. Natural stone is porous and may therefore result in staining. Food or liquid stains, damage caused by chemicals or physical use, or abuse are expressly excluded within this warranty.
- This warranty covers seam performance but not the appearance of the seam. Seam failure due to settling or structural issues unrelated to the countertop installation are not covered.
- This warranty does not cover use of products for "commercial" uses, uses of products exposed to outside weather and climate conditions, or abuse in any way. "Commercial" use includes, but is not limited to, use in a store, office, or other place of business. In addition, this warranty will not cover damage from vandalism, use of improper cleaning solutions, or damage from the dropping of heavy object on the countertop. Commercial applications may have a separate warranty.
- Stone Dynamics is not responsible for damage or injury caused in whole or in part by acts of God, jobsite conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents.



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- Stone Dynamics' obligation under this warranty is limited solely to the repair or replacement of the countertops including necessary labor charges needed to repair or replace the stone covered by this warranty. Stone Dynamics will repair any area of the installation that is determined by Stone Dynamics to be defective. Stone Dynamics will pay for the cost of the product, labor involved in the removal and replacement of the original installation of the countertops only and for plumbing and electrical disconnect and reconnect charges to the extent determined necessary by Stone Dynamics. You will be responsible for any other costs associated with or arising out of the repair or replacement. Should Stone Dynamics elect to replace your natural stone, your warranty will continue from the original date of installation and not from the date of repair or replacement.
- Except as provided in this limited warranty, Stone Dynamics shall not be liable in either tort or contract from any loss of direct, consequential, or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. Stone Dynamics makes no other warranty, representation, or guarantee, express or implied, with respect to its products, except as expressly stated herein.
- Quartz product warranties are covered under the quartz manufacturers factory warranty. Workmanship for Quartz products are covered under the same guidelines as listed above for Natural Stone Materials. Simply put, we stand behind what we do. When it comes to workmanship, we're going to stand behind it!
- This warranty shall be null and void unless the stone countertops have been paid for in full.



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COUNTERTOP MAINTENANCE

- DO - Clean all spills immediately. Leaving spills for a long time, even on sealed material, can stain the material.
- DO - Use trivets or hot pads on countertops. While natural stone, quartz, and soapstone are very heat resistant, sudden large temperature changes are not recommended.
- DO - Use warm water and a soft cloth or sponge to clean countertops. Use a PH neutral cleaner. Prolonged use of cleaner, including dish soap, can leave a dull film. This can be removed with a natural stone cleaner or polish.
- DO - Seal your natural stone every year or so. Seal travertine and marble every 3-6 months.
- DO - Use placemats under china, ceramics, and silverware (anything that can scratch) when placing them on soft material like travertine and marble.
- DO - Place toiletry items in baskets when keeping them on vanity tops to prevent staining.
- DO - Use coasters under glasses containing alcohol, soda, or fruit juices on material prone to etching like travertine and marble.
- DO - Use wax or mineral oil on soapstone to remove scratches and to darken material.
- DON'T - Leave spills on countertops for any length of time.
- DON'T - Use bathroom cleaner, grout cleaner, tub cleaner, vinegar, bleach, ammonia, or any abrasive cleaners on countertops.
- DON'T - Sit or stand on countertops.
- DON'T - Use knives on soft material like soapstone, travertine and marble.