

The Home Depot Viatera® Quartz Surface Limited Lifetime Warranty

Viatera Residential / Commercial Limited Lifetime Warranty

LX Hausys offers a limited lifetime non-transferable warranty ("Warranty") on Viatera Quartz Surface ("Product"), warranting that the material will be free of manufacturing defects. This Warranty covers product defects for lifetime after the date of installation. If it is determined by LX Hausys or its authorized warranty service agent that a defect in the material exists, LX Hausys will, at its sole option, repair or replace the defective Product in accordance with the following warranty provisions and exclusions.

This warranty applies to Viatera Quartz Surface products purchased through Home Depot stores in the USA (including HI & AK) after September 1, 2019.

Terms and Conditions

- The warranty applies to Viatera Quartz Surface materials purchased at USA (including HI & AK) Home Depot stores only.
- The warranty applies to the product that has been fabricated and installed in accordance with the Fabrication Guide Book for transportation, storage, handling, fabrication, and installation. Improper fabrication or installation is the responsibility of the fabricator/installer.
- The warranty applies to the Product that have been properly maintained in accordance with the Care & Maintenance Guidelines available at: <http://www.lxhausysusa.com>.
- The warranty applies to the product that has been permanently installed in an interior application and has not been moved from the original location.

Exclusions

This warranty shall not apply to:

- Products that have not been paid in full.
- Issues or occurrences that are inherent characteristics of Quartz Surface, regardless of whether viewed as a defect by the purchaser.
- Damage caused by faulty or improper fabrication and installation, including but not limited to, seams, seam performance, and caulking.
- Damage caused by any instability or improper support occurring in the property in which the product has been installed, including but not limited to, shifting, settling, or movement of the substrate.
- Damage caused to any materials that have been moved, removed or relocated from its original place of installation.
- Damage caused by any form of abuse, exposure to excessive heat, accidents, or misuse, including but not limited to, scratches, stains, chips, or cracks.
- Products in which the factory applied surface finish has been altered in any way, and/or damage caused by chemicals.
- Products installed with known or visible manufacturing defects at time of installation.
- Color variance or variations in color, shape, size, or distribution of

particulates inherent in the natural quartz or natural variations in background color or pattern.

- Other repairs and modifications, including but not limited to, plumbing, electrical, tile, and cabinets that may need to be performed to properly repair or replace the Product.
- All outdoor or non-interior applications, regardless of coverage or exposure to the elements.
- Difference between samples or photographs of the product and the true product purchased.

LX Hausys is not responsible for damage or injury caused in whole or part by act of God, job site conditions, exterior installations, architectural or engineering design, structural movement, acts of vandalism, or accidents.

This warranty is non-transferable and is only available to original purchaser. The original Home Depot purchase receipt or other proof of date and ownership of original purchase from a USA (including HI & AK) Home Depot will be required before warranty service is rendered.

No other express or implied warranties of merchantability or fitness for a particular purpose are made by this warranty except for those expressly provided herein. Under no circumstances shall LX Hausys be liable for any loss or damage arising from the purchase, use or inability to use this product, or for any special, indirect, incidental or consequential damages. In no case will LX Hausys be liable for labor to remove and/or reinstall Viatera, or other similar activities necessary to complete the replacement or removal of the defective material.

This warranty entitles the purchaser to specific legal rights. Other rights may also be available, which may vary from state to state. Some states do not permit the exclusion or limitation of implied warranties or of incidental or consequential damages, so the above limitation or exclusion may not apply to you. To know what your legal rights are, consult your local or state consumer affairs office or your state's Attorney General.

To obtain service under this warranty, please contact 877-735-6816 or send an email to lxhausys@mywarrantyclaim.com.

Please provide the following items:

- Proof of purchase listing the product(s) and installation date
- Homeowner's name, address, e-mail and phone number
- A description of the issue or concern
- Pictures of the issue including overview and close-up shots
- Name and contact information of the fabrication/installation company

You must permit your Certified Installer or LX Hausys authorized agent to inspect the Product, and you must reasonably cooperate with your installer and LX Hausys agent in the efforts to provide service in conjunction with the Warranty. If the problem is not handled to your satisfaction, please contact our representatives directly by email:

LX Hausys America, Inc.
 900 Circle 75 Parkway, Suite 1500
 Atlanta, GA 30339
warranty@lxhausys.com
www.lxhausysusa.com

Please include "Viatera, limited lifetime warranty" in all correspondences.