

Stonemark® 20-YEAR LIMITED WARRANTY



WARRANTY COVERAGE

Home Depot warrants to the purchaser of a Stonemark granite or quartzite countertop (the "countertop") that the countertop will be free from food and beverage stains under normal conditions ("covered claims") for a period of 20 years from the date of installation of the countertop (the "warranty period").

YOUR WARRANTY

To receive coverage under this limited warranty, the countertop must be:

- Paid for in full, as evidenced by a valid proof of purchase (the original Home Depot receipt).
- Installed by a fabricator using the StoneGuard Sealer, in accordance with established industry standards.

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WARRANTY SERVICE

To obtain warranty service under this limited warranty, the homeowner must contact the material distributor during the warranty period. Contact information for the distributors is below.

MS International
Phone: 877-421-9661
Email: HDWarranty@msisurfaces.com

Daltile
Phone: 800-268-2505
Email: hdwarranty@daltile.com

Cosentino
Phone: 866-268-6837
Email: cs@cosentino.com

WHAT THE WARRANTY COVERS

This limited warranty covers food and beverage stains, including:

- Organic stains: Coffee, Tea, Food
- Oil-based stains: Grease, Cooking Oil

WHAT THE WARRANTY DOES NOT COVER

This limited warranty does not cover any claims by the current owner or any prior owner resulting from:

- Accidents, neglect, abuse, negligence, mishandling or alteration of the countertop or damage to the countertop caused by acts of God or vandalism.
- Any outdoor or commercial use of the countertop.
- Homeowner abuse caused by mistreatment.
- Damage due to cleaning with abrasive products, acid, bleach, ammonia, vinegar, lemon juice or cleaners which contain these chemicals.
- Cosmetic stains, tar, hair oil, skin oil
- Accelerants, cyanoacrylate (CA) glues, dyed, doctored, resin-infused, plumbers' putty, material defects, color fading of black granites and quartzites.
- Etching
- Damage due to ink, paint, stain, or magic marker.
- Variances in the countertop's natural characteristics, including without limitation, veining, inclusions, fissures, variations in color, surface grain and gloss level.
- Stains due to mold, mildew, algae, fungus, rust, iron, bronze, copper or other metals.
- Claims outside of this warranty, such as failed workmanship of fabrication or installation of the countertop and other damages to the countertop that occur during its shipping, transportation or installation, will be handled by The Home Depot and their fabricators separately.

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WHAT WILL WE DO

Upon receipt of a warranty claim and upon determination that the homeowner's claim is a covered claim, Home Depot and Material Distributor will:

- In the case of a food or beverage stain, the fabricator will send a representative out to the owner's home to determine if the problem is within the bounds of this warranty. If it is, they will attempt to remove it. This may involve multiple trips.

If the problem resides outside of this warranty, neither Home Depot nor the Material Distributor will be liable. If the Material Distributor or the fabricator is unable to resolve a covered claim after performing the foregoing actions, Material Distributor will choose to either:

- a) replace the granite or quartzite piece(s) of the countertop affected by a covered claim with the same or a comparable product, OR
- b) refund the purchase price of the countertop.

Granite and quartzite vary from piece to piece and Material Distributor makes no assurance to owner that any such replacement granite or quartzite will match the countertop installed in the owner's home. Any replacement granite or quartzite provided by Material Distributor under this limited warranty will be covered under this limited warranty during the remaining warranty period.

If the granite or quartzite is replaced, the owner is responsible for detachment and reattachment of plumbing, electrical, backsplash or any other accessories attached to the countertop.

Home Depot and Material Distributor make no warranty, express or implied, as to the fitness or merchantability of the countertop for any particular use or purpose other than as set forth expressly herein.

Home Depot and Material Distributor shall not be liable for any special, indirect, incidental or consequential damages, losses or expenses arising either directly or indirectly from the failure of the countertop.

Home Depot and Material Distributor shall not be responsible or liable for any delays that may arise in performing obligations under this limited warranty due to any cause beyond Home Depot's and Material Distributor's control, including without limitation, acts of God, acts of governments, material shortages or delays, fires, floods, or labor problems.

This limited warranty gives the owner specific legal rights, but they may also have other rights which vary from state to state depending on the state in which the owner lives.