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## LIMITED 12-MONTH WARRANTY

Vetrostone USA, Inc. warrants to the original owner or purchaser of installed Vetrostone™ products for a period of Twelve (12) Months from the date of installation of the Vetrostone™ products. Although the Product is carefully inspected prior to shipping or delivery, it is the responsibility of the Owner to thoroughly inspect the Product upon its receipt. Any damage to the Product thereafter is the responsibility of the Purchaser/Owner. Final inspection and approval prior to fabrication is also the Owner's sole responsibility.

The Limited (12) months warranty shall apply only where Product is properly fabricated and installed in the USA or Canada for residential or commercial application and is maintained and used strictly in accordance with the Vetrostone Product Care and Maintenance information, which are available within this Limited (12) warranty document and on Vetrostone™ website at: [www.vetrostoneusa.com](http://www.vetrostoneusa.com).

### EFFECTIVE DATE

This Limited (12) Month Warranty only applies to products purchased and installed after July 6, 2006.

### GENERAL TERMS AND CONDITIONS

This Warranty is Limited. The Owner's sole and exclusive remedy against Vetrostone shall be at the sole option of Vetrostone USA, to repair or replace the defective product in slab. Further to the extent permitted by local law, this Limited (12) Month Warranty is exclusive and in lieu of any other warranty, express or implied, including any warranty or merchantability, fitness and particular purpose, or other warranty of quality whether express or implied, and all other liabilities or obligations on the part of Vetrostone™. Any implied warranties which are not excluded hereby, due to operation of Law, are Limited in duration of the express warranty provide herein for the product warranted.

IN NO CASE WILL VETROSTONE BE LIABLE EITHER IN TORT, CONTRACT OR OTHERWISE, FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, CONSEQUENTIAL OR OTHER SIMILAR DAMAGES, INCLUDING BUT NOT LIMITED TO, DAMAGE FOR LOSS OF BUSINESS PROFITS, INCONVENIENCE, BUSINESS INTERRUPTION, OR ANY OTHER LOSS, REGARDLESS OF THE CAUSE OF SUCH DAMAGE WHETHER OR NOT CAUSED BY OR RESULTING FROM THE NEGLIGENCE OF VETROSTONE, EVEN IF VETROSTONE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This Limited (12) Months Warranty is the only Warranty made by Vetrostone USA, Inc. No representative, dealer, employee, installer or any other person is authorized to make, modify or change this Warranty or make any other type of warranty, representation or promise on behalf of Vetrostone™ with respect to the Product. No term or condition other than those stated in this Warranty and no agreement or understanding, whether verbal or written, in any way purporting to modify or change this (12) Month Limited Warranty shall be binding upon Vetrostone USA, unless made in writing and signed by the President and Chief Operating Officer of Vetrostone USA.

### EXCLUSIONS

Vetrostone USA, Inc. warrants to "The Buyer" that the material shall be free from manufacturing defects and that the product is crack and impact resistant suitable for interior and exterior\* applications. Vetrostone USA certifies that their product lines are heat and scratch resistant. Vetrostone USA product lines are UV resistant, fade and color resistant when exposed to sunlight. Vetrostone USA Inc. will at its option, repair or replace the defective Vetrostone™ surfaces. We certify that Vetrostone™ products contain no VOC contents and zero emissions. Vetrostone™ products are made from exotic seashells, quartz and other natural hand selected products. Characteristics of the slabs may vary from one lot to another. Vetrostone USA reserves the right to improve the aesthetics and specifications of the product without any written consent or verbal notices. Therefore, Vetrostone USA shall not be held liable for any changes even during execution of contracts. Vetrostone USA products are unique. Variations in aesthetic pattern and distribution of glass and seashells are an inherent part of our engineered stone surfaces. Quartz, seashells, sea glass, granite, and marble are natural materials varying in color, texture, shade, luster, etc. It is understood that seashells and natural stone are created from Mother Nature and are not man made materials. Vetrostone USA shall not be held liable for samples not being fully representative of a particular matrix. Glass that may seem to be shattered /broken like inside the glass is a normal characteristic and not a defect. Vetrostone USA strives to represent collection colors to their best ability by way of sample distribution. Occasion glass aggregate, not standard in a Vetrostone™ matrix, may occur. Such variation is indicative of the product's unique character and enhances the beauty of the stone, as a whole. Vetrostone USA reserves the right to improve upon product aesthetics and specifications without written or verbal consent to the purchaser/vendee.

\* Refer to Fabrication & Specifications Manual

**VETROSTONE USA, INC. LIMITED 12-MONTH WARRANTY DOES NOT COVER**

- This Limited Twelve-Month (12) Warranty does not cover harsh chemical abuse, impact damages or defects created during fabrication, misuse or improper handling.
- This Limited Twelve-Month (12) Warranty does not cover any additional or supplemental repairs or any other related work such as: plumbing, electrical, tile or wall surfaces modifications that may be necessary to repair or replace Vetrostone™ products.
- Under this Limited Twelve-Month (12) Warranty, such repairs and modifications shall be the sole responsibility of the customer. This Limited Twelve-Month (12) Warranty does not cover products that have not been paid for in full.
- This Limited Twelve-Month (12) Warranty DOES NOT cover in the event the seashells etch or discolor resulting from a chemical reaction or misuse of the Product.
- This Limited Twelve-Month (12) Warranty does not cover surface damage resulting from negligence, improper care and maintenance neglect.
- Vetrostone USA, Inc. is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, and acts of vandalism or accidents.
- This Limited Twelve-Month (12) Warranty does not cover any seam performance resulting from structural movement or separation of caulking.
- This Limited Twelve-Month (12) Warranty is non-transferable and does not cover claims made by subsequent owners.
- This Limited Twelve-Month (12) Warranty does not cover products in the event the customer does not like the product after the installation due to color, edge styles or other opinions based on personal preference.
- This Limited 12 Month Warranty DOES NOT cover transportation, freight, tear-out, demolition in any form, disposal and reinstallation, fabrication or associated cost beyond the cost of the Product.

**RIGHT OF VETROSTONE USA TO INSPECT**

In order for Vetrostone USA to respond under this Limited Twelve-Month (12) Warranty authorized agents must be permitted sufficient time and opportunity to inspect the Product, evaluate and respond to any claim. All decisions regarding the existing if manufacturing defects or affecting this Warranty shall be made by Vetrostone USA and shall be final and binding upon the parties.

**CHOICE OF LAW**

This Limited Twelve-Month (12) Warranty shall be interpreted exclusively under the laws of the State of South Carolina.

**TO OBTAIN SERVICE UNDER THIS WARRANTY**

To obtain the best service under this Limited Twelve-Month (12) Warranty, you must contact the source directly and prove where you have purchased the Vetrostone products.

For more information about this warranty, please contact Vetrostone USA, Inc. directly via written correspondence.

**CORPORATE HEADQUARTERS**

VETROSTONE USA, INC.  
108 RIVER ROAD  
YEMASSEE, SC 29945 - USA

TEL +1.843.589.4000  
FAX +1.843.589.4008  
E-MAIL: info@vetrostoneusa.com

**FOR TECHNICAL SUPPORT**

Please contact us directly or contact your dealer where you purchased the Vetrostone™ product. For clarification purposes, you must submit your claim in writing in order to obtain the best quality customer service. Please provide the following information:

- Your name, address, telephone number and e-mail address.
- Description of the Product application for which the claim is made including the Product color and name.
- Date of Purchase.
- Name of Retailer, fabricator and installer from whom you purchased the product.
- A description of your claim, if possible attach a resolution pictures.

**TECHNICAL SUPPORT HOTLINE OPERATES:** Monday – Friday: 8:30am - 5:00pm (EST)  
Saturday: 8:30am - 2:00pm (EST)

## LIMITATIONS

In order to obtain the best service under this Limited Twelve-Month (12) Warranty, you must allow your Vetrostone USA authorized dealer to inspect your Vetrostone™ product, respective to your location. Also, you must reasonably cooperate with your fabricator and Vetrostone USA, Inc. in efforts to service this Limited Twelve-Month (12) Warranty in a workmanlike manner. Unless stated otherwise hereinto, this Limited Twelve-Month (12) Warranty Vetrostone USA, Inc. shall not be held liable in any way or contract for any loss of direct, consequential or incidental damages arising from the use or inability to use the product in residential or commercial applications covered by this warranty. Some states do not allow the exclusion and/or limitation of incidental damages, therefore the above limitations and/or exclusions may not apply to you. Vetrostone USA, Inc. makes no other warranty- whether expressed or implied, representation or guarantee, with respect to its products, unless stated hereinto. Some states do not allow limitations on how long an implied warranty lasts; therefore the above limitations may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which may vary from state to state or, in Canada, from Province to Province. This is the only warranty offered by Vetrostone USA, Inc. Entities other than Vetrostone USA, Inc. are not authorized to offer aforementioned guarantees, warranties, or commitments respective of Vetrostone USA, Inc. products.

## VETROSTONE CLEANING CARE & MAINTENANCE INFORMATION

Vetrostone USA products should only be cleaned with a neutral, pH balanced or mild soap.

### CLEANING METHOD FOR POLISHED OR HONED COUNTERTOPS

Simply wash countertops with a soft cotton cloth diluted with the suggested soap. For best results, dry countertops afterwards. For polished and honed surfaces, caring for the stone is simple and requires minimal effort! Do not use harsh cleaning products on the stone. We recommend using a neutral pH balanced soap to wash away common, everyday stains. However, for tougher grime, soak area with warm water diluted with the suggested soap for a few minutes. Proceed by wiping away soiled area with a soft damp clean cloth. Rinse with lukewarm water and dry countertop afterwards. Any crust formation should be removed with a plastic putty knife. Do not use razor blades or any sharp objects to remove stubborn crust formations. Rinse with lukewarm water and always dry countertop afterwards.

### CLEANING METHOD FOR LEATHERED FINISH COUNTERTOPS

You may use a soft nylon bristle brush to scrub and clean the countertops. Any crust formation should be removed with a plastic putty knife. Do not use razor blades or any sharp objects to remove stubborn crust formations. Rinse with lukewarm water and dry countertop afterwards.

### CLEANING METHOD FOR FLOORING APPLICATION

Always wash floor with a clean mop, use neutral pH balanced soap as directed by the manufacturer. Vetrostone USA products can withstand reasonable heat, however we recommend using a wooden board with rubber supports to transfer hot frying pans/pots, rather than directly placing such items on the Vetrostone™ surface. Prolonged heat exposure will result in discoloring or other types of damage. Any trivets or cutting boards should have rubber supports at the bottom. Always use a cutting board to prepare foods. Vetrostone™ is durable and resistant to surface scratches. However, all stone can be damaged by force and no stone is chip-proof. Objects hitting edges particularly at sinks or dishwashers may cause chips. Though a minor knife slip will dull the knife and not harm Vetrostone™. No stone chip proof or scratch resistant.

DO NOT USE or expose Vetrostone™ products to such products including, but not limited to bleach, oven cleaners, Comet®, Soft Scrub®, SOS®, products with pumice, batteries, paint removers, furniture stripper, marinades, citric acids, vinegar, lemon juices, silver cleaners, dishwasher soaps/tablets or dishwasher water residue. DO NOT USE abrasives or harsh scrubbing pads. Do not use razor blades or any sharp objects to remove stubborn crust formations.

**DO NOT USE CLEANING PRODUCTS THAT CONTAIN VINEGAR, LEMONGRASS AND CITRUS CLEANERS. SOME CLEANING PRODUCTS SUCH AS SIMPLE GREEN®, MRS. MEYER'S®, WINDEX® WITH VINEGAR, TO MENTION A FEW, CONTAIN A HIGH/NORMAL OR LOW LEVEL OF ACIDITY THAT WILL TARNISH THE SEASHELLS IF USED ON DAILY BASIS.**

**NOTE:** Various chemicals are corrosive and/or erosive in their ability to attack any structure including Vetrostone™. Be very aware of these potential damages to your surface.

**VETROSTONE USA SHALL NOT BE HELD LIABLE OR ACCOUNTABLE FOR ANY NEGLIGENCE, ABUSE OR CLEANING THE VETROSTONE™ PRODUCTS IN A MANNER OTHER THAN WHAT HAS BEEN SUGGESTED.**