

Precision Stoneworks Warranty

1 Year Certificate of Warranty

Thank you for selecting Precision Stoneworks to enhance your living space. At Precision Stoneworks we know life happens on countertops, but you can protect your investment with minimal care and these simple precautions.

WARRANTY

Precision Stoneworks, located at 1090 Parkway Industrial Park Drive, Buford, GA 30518, as a fabricator and installer of stone countertops does hereby warrant each natural stone and engineered stone countertop installation for workmanship performed by Precision Stoneworks. This warranty is offered and administered by Precision Stoneworks. Warranty coverage begins from the installation date. Only jobs that are paid in full and in accordance with pre-arranged payment due date are eligible for warranty coverage. This warranty is subject to the following terms and conditions:

This warranty applies only to the workmanship of the natural stone or engineered stone installed in its original location from its original purchase. This warranty is not transferable to future owners of your home.

A claim must be submitted in writing and a Precision Stoneworks representative must be allowed to inspect the complaint.

To qualify for coverage under this warranty, the purchaser must maintain the countertops in accordance with the Care and Maintenance Guide provided at the time of purchase or upon request to Precision Stoneworks.

This warranty covers repair or replacement as stipulated by Precision Stoneworks. If Precision Stoneworks determines that there is a defect in the workmanship, Precision Stoneworks will repair or replace the defective product at its absolute discretion. We will repair or replace the defective item with the same grade and quality of material as the original using an acceptable color match, if available, and accepting that there are natural variations in veining and color within the natural stone. There is no assurance to the purchaser that any replacement of natural stone or engineered stone will match the countertop installed in the purchaser's home.

The purchaser understands that in most cases, repair is preferable to replacement for the reasons stated above, and that exhaustive repair attempts may be made before the decision to replace, and that decision is at Precision Stoneworks absolute discretion.

IF PRECISION SHIELD IS NOT PURCHASED, a courtesy seal is applied by Precision Stoneworks to all natural stone countertops at the time of installation. It is recommended that the consumer apply another seal within 12 months of the original installation and once every 12 months thereafter for darker colors and every 6 months for lighter colors. Natural stone is porous and may stain.

EXCLUSIONS

Granite, Marble, Quartzite, Soapstone and Travertine are natural stone products and as such, are not covered by this or any other warranty. All materials (except engineered stone) are naturally formed and subject to a range of natural color variations. Variances in the countertop's natural characteristics, including without limitation, veining, shading, tensile strength, surface pitting, inclusions, fill, surface graining, fissuring, and gloss/polish levels. These characteristics or imperfections are not considered defects, as they do not affect the performance of the product. Any or all of these characteristics may be present in the countertop. As such, naturally occurring characteristics are not covered by any warranty.

It is common in the quarries, where slabs are processed by the slab manufacturer, to fill naturally occurring

fissures / cracks with a clear or colored fill or resin. *Precision Stoneworks does not do this. Precision Stoneworks is a stone fabricator only and does not process slabs.* Occasionally, pieces of crushed stone are added to the fill. The resin will have a different sheen, may be transparent, may not match the color of the stone and / or may have polishing marks in it that become more visible when the slab is laid horizontally and in natural light. Fill is essential in most exotic stones and is not a defect, and therefore not covered in this warranty.

This warranty does not cover the cost of repairs or replacements undertaken prior to the customer's receipt of a claim acknowledgement and verification from Precision Stoneworks. Repairs may only be made by Precision Stoneworks. Repairs done by anyone other than Precision Stoneworks will void all warranties.

This warranty does not cover any expenses incurred during or associated with any warranty claim. It does not extend to cover associated expenses such as plumbing, electrical, cabinetry, flooring, walls or any other costs that may be incurred in the repair or replacement of an item covered by this warranty.

This warranty will be considered null and void if surface staining or etching occurs because of improper care, such as leaving acidic or aggressive chemicals or any liquid in contact with the material for any period of time.

Surface chipping and scratching caused by negligence and abuse or failure by the customer to exercise reasonable care in using the product are not covered under this warranty.

Precision Stoneworks determines the location of all seams based on project specifics. This warranty does not cover the quantity or placement of seams, the size of the seam or the materials used to fill the seam. You will see and feel your seam, and as such, will not be considered a defect regarding material or workmanship.

The warranty does not cover damage, in whole or in part, caused by vandalism, accidental impact, excessive stress or load placed on the stone (which could result in damage to natural and engineered stone), fire, acts of God or other extraordinary circumstances not related to the material or installation such as dropping a heavy object on the countertop or standing on the countertop.

Any damage resulting after proper installation of an acceptable product will be assumed to have occurred through no fault of Precision Stoneworks and any resulting charges will be the responsibility of the builder, contractor or homeowner.

No other warranties are expressed or implied.

ADDITIONAL INFORMATION FOR NATURAL STONE CUSTOMERS

Granite, Marble, Quartzite, Soapstone and Travertine are natural stone products; therefore, there will be natural imperfections. These imperfections are natural and are in no way flaws in the material. Colors and patterns will vary from bundle to bundle, and to some degree from slab to slab. The surface of natural stones are not totally smooth – there are pits, fissures, and gaps. These cannot be polished out or filled, as it is the natural state of the stone.

Seams are inevitable on most jobs. Seam placement is based on many factors, including, but not limited to slab length, slab strength, cabinet support, and appliance compatibility. All seams are filled with a colored epoxy to match the natural stone color as closely as possible. Seam width varies from job to job and is affected by many factors. It is common and normal to see and feel your seam.

COUNTERTOPS: CARE AND MAINTENANCE GUIDE

- Clean all surfaces with warm water and mild detergent or stone soap.
- Rinse and dry all surfaces after cleaning.
- Blot up spills immediately.
- For natural stone, reapply a natural stone sealer to every surface, including edges and sink cutout, every 6-12 months.
- Do not use abrasive cleaners like Comet, Ajax, or Soft Scrub.
- Do not use cleaners that contain acid such as bathroom cleaners, grout cleaners, or tub and tile cleaners.
- Do not use cleaners that contain vinegar, lemon juice, or ammonia.
- Do not cut directly on stone countertops; always use a cutting board.
- Do not put hot pots and pans directly on stone countertops; always use a trivet or hot pad.
- Do not sit or stand on stone countertops.