CAESARSTONE OUTDOOR SURFACES

- RESIDENTIAL 10 YEAR LIMITED WARRANTY

What does the warranty cover?

Terms and Conditions

A. This warranty applies only to Caesarstone Outdoor surfaces that have been permanently installed as a countertop or backsplash (the intended use) in areas where the outside temperature is between (-13) and 122 Fahrenheit in a single-family residence and have not been moved from their original installation.

B. This warranty applies only to Caesarstone Outdoor surfaces and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party.

C. Caesarstone will warrant, from the original date of installation, material that fails due to any manufacturing defect fabricated and installed by a Caesarstone Certified according to the Caesarstone fabrication and installation guidelines. This warranty will cover either the repair or replacement of failed material at the sole discretion of Caesarstone.

D. This warranty applies only to residences where the occupant is the owner.

E. This warranty applies only to materials and/or services that have been paid in full.

F. This warranty applies only to materials that have been used and maintained according to the Caesarstone Care & Maintenance guidelines. Care & Maintenance guidelines are available at **www.caesarstoneus.com.** These may be revised as new products for care become available in the market. Please note that using topical treatment such as natural stone cleaners, toners and sealers on Caesarstone is prohibited and will void the warranty as it may damage the surface.

G. To request service under this warranty you must contact the company that sold you Caesarstone or visit the Caesarstone website to contact us directly within thirty (30) days of the failure of Caesarstone Outdoor surfaces.

H. Following installation, you must register your product within thirty (30) days to activate your warranty. Simply complete the online form at https://www.caesarstoneus.com/customer-care/warranty-registration/.. In the event that no record of your warranty is on file, you must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the owner, Authorized Dealer and Caesarstone Certified Fabricator; and the name and number of the Caesarstone Outdoor surface model (color). Upon receipt of your copy of the original receipt or invoice showing the name of the owner, Authorized Dealer and Caesarstone Certified Fabricator,

Caesarstone will fully honor this warranty even if no warranty is on file. You must agree to cooperate with Caesarstone or its authorized agents in the inspection of the product and assist us in efforts to perform our obligations under this warranty.

I. Laws and building safety regulations governing the design, engineering and construction of installations vary widely. Caesarstone assumes no responsibility or obligation with respect to the selection of products for the installation or the design, engineering and construction of the installation.

J. In the event that Caesarstone Outdoor surfaces fail due to a **manufacturing defect**, Caesarstone will, at its sole discretion, repair or replace such materials. Caesarstone will seek to obtain the best possible result, whether we decide to repair or replace your installation. Replacement does not guarantee an exact color match. All decisions regarding this warranty are at the sole discretion of Caesarstone. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Caesarstone with respect to Caesarstone quartz surfacing products. If during or after installation you decide you want a different color or finish, this decision is not covered under warranty.

What does the warranty not cover?

Exclusions

Applications

1. Products used for any commercial purposes. Commercial use includes, but is not limited to, use in a store, rental properties, office or any other place of business.
2. Products used as flooring and cladding material.
3. Any creative use of the product including bending or curving.

Surface/Finishes

4. Improper use or abuse. Improper use or abuse includes, but is not limited to, damage from: mishandling of the product; excessive heat; physical or chemical abuse; and improper care and maintenance.
5. Damage caused by acts of nature.
6. Chips, divots, holes, scrapes, dents or marks caused by knocking objects against the surface or the edges of the surface, or other excessive impact damage to the product.
7. Scratches or abrasions. The Caesarstone product is a very hard material and highly scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board and trivets, as part of your care and maintenance.
8. Routine maintenance. Routine maintenance includes, but is not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the Caesarstone online Care & Maintenance Guidelines at **www.caesarstoneus.com.**

9. Any damage caused by chemical reaction with other materials (except for cleaning materials used according to our Care & Maintenance guidelines).
10. Marks such as metal marks, fingerprints or other signs of daily living. This includes, but is not limited to, marks that are common to finishes other than Polished finishes. Finishes other than Polished, such as Honed, Concrete, Natural and Rough Concrete, are more susceptible to showing everyday marks and spills, and therefore may require more routine cleaning.
11. Naturally occurring variations in the color, background tone, quartz distribution and reflectivity, given that the slabs are manufactured from natural materials and are unique in their composition. These characteristics are inherent to the product. The product may be different to our marketing samples provided to consumers, dealers and fabricators, which are only representative and not an exact replication of what will be installed at your residence. There can also be variations in appearance dependent on artificial or natural lighting. These differences and variations are not considered to be manufacturing defects.
12. Small irregular "spots" or "blemishes" relative to the matrix of the color. Certain levels of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.

Fabrication/Installation

13. Additional cost to remove, fabricate and/or reinstall Caesarstone, labor or other similar activities necessary to complete the replacement or removal of the defective material.
14. Any failures due to fabricators'/installers' work. Fabricators, including Caesarstone Certified Fabricators, are professionals who operate their business completely independently of Caesarstone. Caesarstone is not responsible for any action or omission of fabricators/installers. Therefore, any failures resulted from fabrication and/or installation are the sole responsibility of the fabricator and/or installer of the product. If you have complaints of this kind, please contact the fabricator/installer who you engaged to perform the work.
15. Any fabrication work that was not completed by a Caesarstone Certified Fabricator.
16. Any defects that were visible at the time of fabrication and were not avoided during fabrication or during a dry-fit. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
17. Seam appearance or seam performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation; and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
18. Material that has been milled or reduced in thickness.
19. Securing mechanical fasteners directly into the material.
20. Any failures due to inadequate support for the installation. This includes overhangs that are inadequately supported in excess of the recommendations provided by Caesarstone.
21. Any chips or cracks that are a result of "dry" cutting or polishing.
22. Chips or cracks that are a result of not following the minimum requirements for edge details.

22. Mitered edges where the joint is not cut correctly.
23. The altering of any factory-applied finish. Any issues arising from the practice of "in-shop" honing or polishing are the sole responsibility of the fabricator.
24. Costs relating to additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc., that may be necessary to repair or replace the Caesarstone product.
25. Caesarstone products contain important product information on the back of each slab. Removing this product information will void the warranty.
26. Damage caused by appliances or additional products brought into contact with Caesarstone products; and damage caused by installation of ancillary products such as sinks, sink brackets, cabinets, water bars, cooktops and dishwashers.
27. Caesarstone will not cover any damages, costs or expenses caused to appliances, additional products brought into contact with Caesarstone products and/or any ancillary products as a result of installing, amending or replacing Caesarstone products.

Caesarstone is not responsible for damage or injury caused in whole or in part by acts of God (such as extreme weather conditions, earthquake, etc.), job site conditions, architectural/engineering design, structural movement, acts of vandalism or accidents and/or damages that were caused by storing and/or loading and/or shipping Caesarstone products in an unreasonable manner and/or not according to Caesarstone's recommendations.

Caesarstone shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some provinces do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR CAESARSTONE AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO CAESARSTONE AND CAESARSTONE EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME PROVINCES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights under laws which vary from State to State or Province to Province. This warranty does not intend to derogate from any of your legal rights under such laws.

For more information about our colors with NSF certification please visit the official website: www.nsf.org

How to report a claim

1. Visit https://www.caesarstoneus.com/customer-care/report-a-case/ OR (CANADA) https://www.caesarstone.ca/customer-service/contact-us/ and enter all relevant information.

   - Describe the case in detail, including pictures of the issue in question
   - Enter valid email and contact number
   - Provide proof of purchase (paid in full receipt)

2. An email will be sent to you with confirmation of the case submission.

Warranty registration

1. Visit https://www.caesarstoneus.com/customer-care/warranty-registration/ OR (CANADA) https://www.caesarstone.ca/customer-service/warranty-registration/ and enter your contact and product information to register your Caesarstone warranty.

   IMPORTANT

   - Enter your email address to receive confirmation of your Caesarstone Warranty Registration.
   - Attach your proof of purchase which includes the date of installation and details of your Caesarstone countertop .

2. Click Submit and enjoy peace of mind!