



This warranty is given by Terrastone, LLC
540 Silicon Dr. Ste 103
Southlake, TX 76092
Phone: 817-488-3772 Email: info@terrastoneusa.com

This Limited Lifetime Warranty applies to Terrastone Quartz surface products (“Products”).

Our Promise

Terrastone, LLC Quartz promises you that Terrastone quartz is of the utmost durability and practicality. In the unlikely event of a defect arising from the manufacture of the Products, Terrastone will do its utmost to provide a fair and reasonable outcome to all customers covered by the Terrastone Warranty.

Product Care and Specifications

The Products are manufactured from natural materials. Each slab is unique and will contain variations in shading, reflectivity, and the distribution and appearance of quartz. These variations are naturally occurring characteristics of the material. The appearance of each slab will also vary depending upon lighting conditions, placement, and viewing angle.

The Products are manufactured to a thickness of 2cm and 3cm. Please review the cleaning and care requirements of Terrastone Quartz. Terrastone’s care and maintenance guide is accessible on Terrastone’s website – www.terrastoneusa.com

Terrastone Warranty

Terrastone warrants that if the Product, is defective as a result of the manufacture of the Product and: the Product was purchased from Terrastone or one of its authorized distributors, dealers or fabricators; and you have paid for the Product in full; and the Product has remained installed at the same location at which it was first installed; and the Product has been installed, maintained, used and protected in the manner recommended by Terrastone at the time of purchase of the Product; and you have registered the Terrastone Warranty (see How to claim); then Terrastone will, at its sole discretion either: repair the Product; replace the Product with a new Product from the same range as that being replaced, or if that range is no longer available then a reasonably similar range; or refund to the extent of the price paid for the slabs by fabricator.

The Terrastone Warranty is not transferable or assignable and is given only to the first user of the Product following its sale by Terrastone or its authorized distributors, dealers or fabricators.

Terrastone Warranty does not cover

The Terrastone Warranty does not cover defects, or any damage, arising out of anything done to the Product after its manufacture, including:

- The installation of the Product or any accessories upon the Product.
- The bending or curving of the Product as part of its installation.
- Laminations applied to the Product.
- The milling of the Product, including the milling of grooves or drainage channels.
- The use of adhesives (including ridged adhesives), caulking materials, or mechanical fasteners upon the Product.
- The performance or appearance of a join.
- Wear and tear on the Product, the exposure of the Product to heat, improper use or abuse, excessive force or abrasive or corrosive substances.
- Failing to care for the Product in accordance with Terrastone’s guide for the care and maintenance of the Product as at the time of purchase of the Product.

The Terrastone Warranty does not cover cracks, chips or scratches unless they were caused by a defect in the Product. A crack is not a defect if it (amongst other things):

- Caused by excessive weight being applied to the surface (such as someone standing or sitting on the Product);
- Caused by thermal shock such as placing a hot saucepan, iron or another hot object, directly on the Product.
- Caused by inadequate support being used under the Product.
- Caused by the supports used under the Product moving or shifting.
- Emanates from a cut-out section of the Product (such as a cut out area for a sink or hotplate) (cracks of this type are caused by the cut-out, they are not a defect in the Product).
- A chip or a scratch is not a defect if it is caused by external force, unless Terrastone Australia considers the force to be negligible.

The Terrastone Warranty is limited to the repair, replacement or refunding of the Product. If the Product is replaced, the Terrastone Warranty does not cover costs incurred and relating to installation, milling, joining, fitting or bending or laminating the Product. The Terrastone Warranty does not cover any other losses arising out of a defect in the Product.

Terrastone Warranty does not apply

The Terrastone Warranty does not apply if the Product is:

- Used as flooring.
- Used in any outdoor application where it is exposed to weathering or ultraviolet radiation.
- Used in or around swimming pools, spas, or any other place where it may be exposed to chlorinated water.
- Used adjacent to any type of fireplace.
- Improperly installed
- Installed by a person who is not professionally qualified to install the Product, or who is not licenced to perform the installation work under the law applicable to the place of the installation.

How to Make a Claim

You must register this warranty by completing the Terrastone warranty card that came with your Product and returning it, by post, with proof of the date of your purchase of the Product to Terrastone. If you do not register this warranty within 60 days of purchase of the Product, this warranty is void.

To claim under this warranty you must:

- Submit your claim in writing, and email it to Terrastone at the following address:

Warranty Support
info@terrastoneusa.com
or submit online.

- Submit your claim within a reasonable period after the defect would have become apparent to a reasonable person;
- Include with your claim the following details:
 - The date on which the product was installed.
 - The date on which the warranty was registered.
 - The name of the person or company that installed the product.
 - The colour and finish of the product.
 - A description of the alleged defect.

- The commercial invoice from the person or company with proper details.
- Photos of the defect.

You bear the expense of claiming under the Terrastone Warranty.

Within a reasonable period of receiving notice of your claim under the Terrastone Warranty, Terrastone will contact you to:

- Arrange to inspect the Product;
- Request further information or evidence in respect of the alleged defect in the Product; or
- Accept or reject your claim.

If you refuse to allow Terrastone to inspect the Product, or unreasonably refuse to provide Terrastone with the further information it has requested, the warranty is void.

Terrastone will not be liable for any loss or damage suffered by any person (including the purchaser of the Products in any way relating to or arising from the Products or its use (including loss or damage arising from the negligence of, or contributed to by Terrastone).

If liability for breach by Terrastone of a warranty, guarantee or condition or any other liability imposed on Terrastone by legislation which cannot be excluded may be limited, Terrastone's liability is limited to the extent permitted by law, and if liability may be limited in any one of a number of ways, Terrastone's liability is limited in any one of the permitted ways chosen by Terrastone in its absolute discretion.

Any Questions?

If you require any advice on caring for your Terrastone Quartz surface or technical enquiries, please e-mail us at info@terrastoneusa.com



Warranty Registration Form

To register your warranty, please scan and e-mail to info@terrastoneusa.com

Name: _____

Address (Where Terrastone is installed): _____

City: _____ State: _____ Post Code: _____

Home Phone: _____ Mobile Phone: _____

E-mail: _____

Terrastone supplied by

1. Retailer or Builder _____

2. And/or Stonemason _____

Installation Date: _____

Color Name: _____ Color Number: _____

Product Use:

Kitchen Bench Top Kitchen Splashback Bathroom

Wall Lining Bathroom Vanity Other

If you would prefer not to receive our marketing communications, please indicate your refusal by ticking this box.