

## ETERNIA™ Limited Warranty

Granex Industries warrants to the original owners of installed ETERNIA™ quartz surfaces for a period of (10) years from the date of installation of the ETERNIA™ quartz surfaces, that the material will be free from manufacturing defects. If a manufacturing defect occurs during the warranty period, Granex Industries will at its option, repair or replace the defective ETERNIA™ quartz surfaces.

Granex Industries warrants under this limited 10-year warranty exclusively to the original purchaser of the ETERNIA™ quartz surfaces for only the repair or replacement of the defective product.

- This limited 10-year warranty covers ETERNIA™ quartz surfaces that have been permanently installed.
- This limited 10-year warranty covers products that have been maintained according to the ETERNIA™ quartz surfaces Care and Maintenance guide.
- This limited 10-year warranty covers products that have been installed by a Granex Industries Certified ETERNIA™ Installer. If you are making a warranty claim, you, the customer, are responsible for proving that the product is ETERNIA™ and that it was installed by a Certified ETERNIA™ Installer.

### What this limited 10-year warranty does not cover:

- This limited 10-year warranty does not cover color variations, thermal shock, chemical abuse, impact damages or defects by fabrication, misuse, or improper fabrication.
- This limited 10-year warranty does not cover any additional or supplemental repairs or modifications such as, any plumbing, electrical, tile, or wall surface modifications that may be necessary to repair or replace the ETERNIA™ product covered under this limited 10-year warranty; such other repairs and modifications shall be the responsibility of the customer.
- This limited 10-year warranty does not cover products that have not been paid for in full.
- This limited 10-year warranty does not cover products that have been installed as shower walls or shower pans.
- This limited 10-year warranty does not cover products that have been installed on boats, recreational vehicles, or for any exterior application.
- This limited 10-year warranty does not cover "Abnormal use or conditions," including, but not limited to, damage from mishandling or misuse, damage from excessive

heat or uneven exposure to weather conditions, exposure to ultraviolet light, physical or chemical abuse, and damage from improper care and maintenance.

- Granex Industries is not responsible for damage or injury caused in whole or in part by acts of God, jobsite conditions, architectural and engineering design, structural movement, acts of vandalism, or accidents.
- This limited 10-year warranty does not cover seam failure due to settling or structural issues unrelated to the countertop installation.
- This limited 10-year warranty does not cover Excessive Heat: Thermal damage, which can occur when a hot pot, pan or dish or any other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. Excessive heat is not considered to be a material defect, but rather, subject to proper care and maintenance by you.
- This limited 10-year warranty does not cover Chips: Chips are caused by impact. The quartz and polyester are bound together using pressure and vacuum. Chips or any other impact damage are not covered under this warranty.
- This limited 10-year warranty does not cover Scratches: ETERNIA™ is extremely scratch resistant; however, it can be scratched when proper care is not used, and accordingly, scratches in your installation are not covered by this warranty. Cutting boards should always be used as part of your proper care and maintenance.
- This limited 10-year warranty does not cover Staining: ETERNIA™ is stain-resistant, but not stain proof. Stains can usually be removed with chemical cleaners. Staining is not covered by this warranty.
- This limited 10-year warranty is non-transferable and does not cover claims made by subsequent owners.
- This limited 10-year warranty does not cover products that you, the customer, decide you do not like after installation due to color, edging style or other opinions based on personal preference regardless of whether viewed as a defect by the purchaser.
- To obtain service under this limited 10-year warranty, please contact the source from which you purchased your ETERNIA™ product. You must permit your Certified Installer or ETERNIA™ authorized agents to inspect your ETERNIA™ product, and you must reasonably cooperate with your Installer ETERNIA™ authorized agents in the efforts to provide service in conjunction with this limited 10-year warranty.