



15 YEAR LIMITED WARRANTY

15-Year Limited Product Warranty

This warranty covers all inherent defects in materials, arising under normal usage and care, in this natural stone product with or without PermaShield® technology for a period of 15 years from the date of installation provided you are able to present a valid proof of purchase and valid proof of installation, and provided this product was fabricated and installed by Innovative Stone LLC or its authorized service provider. A valid proof of purchase is an authorized retailer or authorized service provider receipt specifying item, date purchased, cost of item, and showing full payment. Valid proof of installation includes your customer code assigned on the Warranty Activation Form and your registration of this warranty. Product with PermaShield technology is warranted to resist food and beverage stains. Product warranty is intended for indoor household use only. Any outdoor or commercial use voids the warranty.

YOU MUST KEEP THE ORIGINAL PROOF-OF-PURCHASE TO OBTAIN WARRANTY SERVICE

Who is covered?

- The original retail purchaser who can provide a valid proof of purchase and who has submitted warranty activation including the assigned customer code on the Warranty Activation Form to Innovative Stone LLC via US mail or online within 60 days of product installation. Failure to appropriately activate the warranty of this product will void this warranty and will prohibit the transfer of warranty coverage to a secondary owner.
- A secondary owner who can provide a valid transfer of ownership document and original proof of purchase. A valid transfer of ownership document is a notarized letter from the original owner, dated within 180 days of the original purchase of this product, which transfers ownership and warranty rights of this product to a named secondary owner. The original purchaser's failure to appropriately activate the warranty of this product will prohibit the transfer of warranty coverage to a secondary owner.

What will be done?

- During the applicable warranty period under normal household usage and care, Innovative Stone LLC at their discretion, will repair or replace with the same or comparable product, should it prove defective. Exact color match can not be guaranteed, as stone is a product of nature.
- Innovative Stone LLC's obligation will be limited solely to the cost of the repair or replacement of the actual countertop and will not include any additional costs such as labor, or incidental repairs, or modifications.
- The repaired or replacement product is warranted for the remaining balance of the original warranty period.
- The warranty holder must at all time reasonably assist Innovative Stone LLC in the repair or replacement process by providing access to the premises, receiving any products sent for this purpose, and following all instructions for removal of food and beverage stains.

How can you get service?

Call 877 HD Rocks (877 437 6257), email WarrantySupport@InnovativeStone.com or write to:
Innovative Stone LLC
Customer Service
150 Motor Parkway, Suite 210
Hauppauge NY 11788

THIS LIMITED WARRANTY COVERS PRODUCT PURCHASED AND USED WITHIN THE UNITED STATES AND CANADA AND DOES NOT COVER:

- Product installed by anybody other than Innovative Stone LLC and its authorized service providers.
- Damages in shipping and transportation.
- Defects other than material integrity defects.
- Damages from misuse, chemical or physical abuse, accident, vandalism, alteration, or lack of proper care and maintenance.
- Dissatisfaction with natural characteristics of stone products including, but not limited to, variation in color or veining, mineral deposits, fading, water lines, finishing / loss of polished gloss, pits, fissures, or surface marks. These variations and marks are characteristics of natural stone and are not product defects.
- Damages such as chips, cracks, and breakage, caused by undue stress or negligence.
- Seam performance.
- Damages caused by either cabinet settling or house settling / foundation movement; for any reason.
- Product moved from its original place of installation.
- Damages caused by improper installation or improper fabrication.
- Product subject to extreme changes in temperature and humidity, including but not limited to usage with fireplaces and stoves
- Damages caused by severe weather conditions such as, but not limited to, hurricanes, tornados, or seismic activity.
- Any commercial or outdoor use.

DO NOT RETURN THIS PRODUCT WITHOUT AUTHORIZATION.

Manufacturer makes no warranty, express or implied, including without limitation, any warranties of fitness or merchantability, except as expressly set forth above with respect to such products or parts therefor. Nor shall manufacturer have incurred any other obligations or liabilities on its part or be liable for any anticipated or lost profits, incidental damages, consequential damages, time charges, or any other losses incurred in connection with the purchase, installation, replacement, or repair of such products or any parts therefor whether original product or installed as a replacement covered by this warranty or otherwise; and manufacturer does not authorize any person to assume for manufacturer any other liability in connection with the products or parts therefor. Manufacturer assumes no liability for delay in performing its obligations hereunder if failure results, directly or indirectly, from any cause beyond its control, including but not limited to acts of god, acts of government, floods, fires, shortages of materials, strikes and other labor difficulties, or delays, or failures of transportation facilities. **This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.**

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