

## Concetto by Caesarstone

### Residential Warranty USA

Caesarstone U.S.A. Inc. warrants from the original date of installation material from the Concetto Line that fails due to any manufacturing defect when fabricated and installed by a Concetto certified fabricator. This warranty applies to the repair or replacement of failed material that has been permanently installed in a single-family residence. The option to repair or replace the material is at the sole discretion of Caesarstone U.S.A. Inc.

This Residential Limited Ten (10) Year Warranty is available only to the homeowner who installs the Concetto surfacing product in his/her single family residence or, in the case of a newly constructed single-family residence, to the first owner to acquire the residence from the builder thereof with the surfacing product already permanently installed. The Residential Limited Ten (10) Year Warranty is not transferable.

#### Terms and Conditions

This warranty applies to Concetto surfacing products that were installed after July 1, 2008.

- A. This warranty applies only to Concetto surfacing materials and does not apply to any other products, including other surfacing products manufactured or supplied by any other party, except Caesarstone U.S.A. Inc.
- B. This warranty applies only to Concetto surfacing materials that have been permanently installed in the interior of residences and have not been moved from their original installation. If during or after installation the homeowner decides that he/she does not like the color or finish selected, that decision is not covered under this warranty.
- C. This warranty does not cover materials and/or services that have not been paid in full.
- D. This warranty applies only to materials that have been maintained according to the Concetto Care & Maintenance guidelines. (Care & Maintenance guidelines are available at [www.caesarstoneus.com](http://www.caesarstoneus.com).)
- E. To request service under this warranty, please contact the entity from which the Concetto was purchased or call Caesarstone U.S.A. Inc. directly at 877.978.2789.
- F. Following installation, the Concetto surfacing product must be registered within thirty (30) days in order to activate the Residential Limited Ten (10) Year Warranty. To register, simply complete the easy-to-use online form at <http://warranty.caesarstoneus.com>. In the event that no record of the warranty is on file, the homeowner must provide proof of purchase in the form of a copy of the original receipt or invoice showing the name of the owner, authorized dealer and Concetto certified fabricator. The owner must agree to cooperate with Caesarstone U.S.A. Inc. or its authorized agents in the inspection of the product and also must assist the company in its efforts to perform its obligations under this warranty. Caesarstone U.S.A. Inc. will seek to obtain the best possible result whether we decide to repair or replace the installation; however, exact color match is not guaranteed.
- G. All decisions regarding this warranty are at the sole discretion of Caesarstone U.S.A. Inc. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Caesarstone U.S.A. Inc. with respect to Concetto surfacing products.

**Exclusions:**

1. This warranty does not cover use 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. This warranty does not cover product installation in any outdoor application.
3. This warranty does not cover product use as flooring material.
4. This warranty does not cover damage that is the result of improper use or abuse. Improper use or abuse includes, but is not limited to, mishandling of the product; exposure to excessive heat or uneven exposure to weather conditions; physical or chemical abuse; and improper care and maintenance. (See Concetto Care & Maintenance guidelines for details, [www.caesarstoneus.com](http://www.caesarstoneus.com).)
5. This warranty does not cover chips or other impact damage. Chips are caused by excessive impact to the product.
6. This warranty does not cover labor to remove, fabricate and/or reinstall Concetto, or other similar activities necessary to complete the replacement or removal of the defective material.
7. This warranty does not cover scratches. Concetto is a very hard surface material that is highly scratch resistant, but not scratch proof. Proper care must be exercised including consistent use of a cutting board as part of Concetto care and maintenance.
8. This warranty does not cover routine maintenance. Routine maintenance includes, but is not limited to, cleaning; including simple methods to address stubborn stains and water spots. Proven techniques for the proper upkeep of Concetto are specified online in the Concetto Care & Maintenance guidelines at [www.caesarstoneus.com](http://www.caesarstoneus.com).
9. This warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by Caesarstone U.S.A. Inc. Improper fabrication and/ or installation is the sole responsibility of the fabricator and/or installer.
10. This warranty does not cover any defects that were visible at the time of fabrication and were not cut around during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
11. This warranty does not cover 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.
12. This warranty does not cover any chemical damage.
13. This warranty does not cover any creative use of the material such as, but not limited to, bending or curving.
14. This warranty does not cover material that has been milled or reduced in thickness.
15. This warranty does not cover the installation of sinks.
16. This warranty does not cover securing mechanical fasteners directly into the material.
17. This warranty does not cover any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by Caesarstone U.S.A. Inc.
18. This warranty does not cover any chips or cracks that are a result of "dry" cutting or polishing.
19. This warranty does not cover chips or cracks that are a result of not following the minimum requirements for edge details.
20. This warranty does not cover mitered edges where the joint is not cut correctly.
21. This warranty does not cover the altering of any factory-applied finish. Any issues arising from the practice of "in-shop" honing are the sole responsibility of the fabricator.

22. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the Concetto product covered under this warranty.
23. This warranty does not cover natural variations in the color, size, shape and distribution of the pattern of the natural quartz or other semi-precious stones or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and may vary upon installation.
24. This warranty does not cover spots or blemishes smaller than a U.S. dime. A certain amount of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.
25. Concetto materials contain important product information on the back of each slab, and removing this product information will void the warranty.

Caesarstone U.S.A. Inc. is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural/engineering design, structural movement, and acts of vandalism or accidents.

Caesarstone U.S.A. Inc. shall not be responsible in either contract or tort for any loss of direct, consequential or incidental damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply.

This warranty grants specific legal rights, and homeowners may also have other rights which vary from state to state. This warranty applies to product that was installed after July 1, 2008.

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