

KORE QUARTZ

by **STONEBASYX**

Residential Warranty Kore Quartz

WARRANTY:

25-YEAR WARRANTY Statement of Warranty that Kore Quartz® shall be free from material manufacturing defects “under normal use and service”, for a period of 25 (Twenty-five) years from the date of purchase, as proven by the original invoice.

- This warranty is available only to the original owner of an owner-occupied home in which Kore Quartz® has been formerly installed and is non-transferable. In a newly built owner-occupied residence, this warranty is offered to the owner purchasing the new residence with product already installed.
- Kore Quartz® shall be installed according to industry standards, appropriately cared for and maintained in accordance with the Kore Quartz® Care and Maintenance Guide. The decision to repair or replace the material is at the sole discretion of Kore Quartz®.

The Kore Quartz® Care and Maintenance guideline are available at: <https://korequartz.com/wp-content/uploads/2023/01/-Stone-Care.pdf>

Kore Quartz® supports the replacement of any of its products which are proven to be defective under the terms and conditions above. Kore Quartz® will give Product replacement for any inferior portions, but will not install, fabricate, or pay for installation or fabrication, of any Products replaced. This warranty only covers manufacturing defects, not installation shortcomings or Product abuse. A manufacturing defect is defined as a shortfall within producer's specifications and industry tolerances. There is no assurance the same Product or that the pictures will 100% match the Product accepted.

Quartz is subject to variants in color, grain, shade, sizing, veining, surface texture, movement and finish. Such variations do not constitute a defect.



by **STONEBASYX**

Terms and Conditions

KORE QUARTZ® WILL NOT BE LEGALLY RESPONSIBLE FOR ANY INCIDENTAL OR SIGNIFICANT DAMAGES.

The Purchaser needs to provide Kore Quartz® with prompt written notice inside of ten (10) days of the presumed defect finding. Written notice must be sent to Kore Quartz®'s Corporate Office in Kernersville, NC and must include the following: The Invoice number as proof of purchase with serial number of the slab(s) and installation date, Photographs of the material under suitable lighting, Fabricator's name and phone number with explanation of the claim.

Kore Quartz® reserves the right to send a representative to examine the Product onsite. Kore Quartz® must inspect all presumed defects prior to any repair, or settlement. All original findings must be kept intact until after inspection.

If you need service under this warranty, please contact the company that sold you the Kore Quartz product or SBKQ directly. SBKQ is not responsible for choosing the product for the installation or for the design and construction of the installation.

If the Purchaser refuses to supply Kore Quartz® with requested documentation, this warranty will be declared invalid in its entirety.

In the event of a manufacturing defect, Kore Quartz® will replace the defective Product with a Product of equal value. If the Product is replaced, exact color match is never guaranteed. Kore Quartz® shall have no liability for any loss, expense or damages resulting from the installation of Kore Quartz® material.

IN NO EVENT SHALL KORE QUARTZ®'S LIABILITY EXCEED THE PURCHASE PRICE OF THE PRODUCTS IN RESPECT TO WHICH DAMAGES ARE CLAIMED. STONE BASYX WILL NEVER BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL FAR-REACHING, SECONDARY, PUNITIVE, LOSS OF USE, OR OTHER DAMAGES SUCH AS LOSS OF PROFITS, BUSINESS INTERRUPTION OR ANY OTHER LOSS BY REASON OF ANY BREACH OF WARRANTY, IMPROPER INSTALLATION, MAINTENANCE, OR USE OF THE PRODUCT OR ANY DELAY OR FAILURE IN DELIVERY, WHETHER OR NOT KORE QUARTZ® HAS BEEN COUNSELED OF THE POSSIBILITY OF SUCH DAMAGES.