

# KORE QUARTZ

by **STONEBASYX**

## Commercial Warranty Kore Quartz

### WARRANTY:

Stone Basyx Kore Quartz (hereafter referred to as "SBKQ") offers a ten-year warranty from the date of completion of the product installation, guaranteeing that our Kore Quartz products are free from manufacturing defects.

This warranty explicitly states the terms and conditions it covers. It doesn't include any guarantees not mentioned in this policy, such as the quality of the product for selling or suitability for a specific use. The warranty is not applicable to products or materials supplied by other companies.

Under this warranty, SBKQ's only obligation is to fix or replace any products proven to be faulty within the warranty period. SBKQ won't be responsible for any other losses, costs, or damages resulting from the product installation. SBKQ also won't be responsible for indirect or additional losses, such as lost profits or business interruption.

The original owner must inform SBKQ quickly about any potential defects. SBKQ or its agents must be allowed to inspect the product and follow the warranty process. SBKQ will have the final say on whether there are manufacturing defects or other issues related to this warranty.

The warranty covers any location open to the public for business use, private properties rented or leased for residential or commercial use, and properties used as hotels, motels, or other temporary accommodation.

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.



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# Terms and Conditions

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

## Term and Conditions:

This warranty only applies to Kore Quartz products that have been permanently installed in commercial buildings and have not been moved since installation. The products must have been looked after as per the Kore Quartz Care & Maintenance Guidelines, which are available on our website.

The warranty does not cover products with a changed finish such as honed finish, products used for flooring, or products installed outdoors. The warranty cannot be transferred to another person or company and will end if the building's ownership changes. The warranty period will not be longer than ten years from the installation date.

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.

## Exclusions:

The warranty does not cover regular maintenance or minor issues like surface stains and water spots that can be fixed by following the Use & Care Guide. It also does not cover damages due to misuse, abuse, improper handling, excessive heat, or weather conditions.

The warranty does not cover problems caused by fabricators who do not follow the correct fabrication and installation procedures, or labor required to remove, fabricate, and/or reinstall Kore Quartz. It also does not cover seam appearance, altered finishes, additional modifications, or products installed with a visible manufacturing defect, including color variance.

SBKQ won't be responsible for any losses or damages, direct or indirect, that happen because of using the product or inability to use the product. Some places do not allow certain types of damages to be limited or excluded, so these limits or exclusions might not apply to you.