



GRANITE
transformations
GRANITE TRANSFORMATIONS
LIFETIME LIMITED MATERIAL WARRANTY
NORTH AMERICA

Rocksolid Granit (USA), Inc. (“Granite Transformations”) warrants to the owners of installed Trend Stone, Trend Glass, Trend Mosaic and Trend Terrazzo/Origina products (the “Product”) that the Product will be free from manufacturing defects for so long as the original owner owns the Product. Although the Product is carefully inspected prior to installation, it is the responsibility of the owner to thoroughly inspect the Product at the time of installation. Any damage to the Product thereafter is the responsibility of the owner. Final inspection and approval of the installation is also the owner’s sole responsibility.

This Lifetime Limited Warranty will apply only where Product is properly fabricated and installed in the United States of America or Canada for residential interior use only by Granite Transformations approved installers and fabricators, subject to the exclusions set forth below; is used for its intended purpose; and is used strictly in accordance with the Granite Transformations Product Care and Maintenance Information, which is available free of charge on the Granite Transformations website at www.granitetransformations.com or have otherwise been given to you in writing.

If a manufacturing defect occurs during the warranty period, Granite Transformations will, at its sole option, repair, or replace the defective Product (but only with Granite Transformations Product). Granite Transformations will seek to obtain the best possible result, whether we decide to repair or replace your installation. However, exact color match is never guaranteed. All decisions regarding this Lifetime Limited Warranty are at the sole discretion of Granite Transformations. No representative, dealer, franchisee, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Granite Transformations with respect to the Product.

What is not covered by this Lifetime Limited Warranty:

This Lifetime Limited Warranty is null and void unless the Product has been paid for in full.

This Lifetime Limited Warranty does not cover color variances, minor imperfections, pitting, inclusions, chemical abuse, damage due to settling or inadequate support, impact damages or defects by fabrication, misuse or improper fabrication. The Product has natural variations in the color, size, shape and distribution of the pattern of the aggregate material or the natural variations in the background tone. These characteristics are inherent and unique characteristics of the Product. Color samples provided to consumers, franchisees, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.

This Lifetime Limited Warranty does not cover scratches. The Product is a durable material and scratch resistant, but not scratch proof. Proper care must be exercised. We strongly recommend the use of a cutting board as part of your care and maintenance for kitchen countertops.

This Lifetime Limited Warranty does not cover any additional or supplemental repairs or modifications, for example, but not limited to, any cabinetry, plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the Product covered by this Lifetime Limited Warranty; such other repairs and modifications will be the responsibility of the customer. It is possible that certain other products installed in your home could be subject to separate warranties, for example, if new sinks, faucets or cabinets are installed. There may be service or labor charges for any non-warranty matters and any such charges are your sole responsibility.

This Lifetime Limited Warranty does not cover uses of Product exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Abnormal use or conditions" includes, but is 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, including, but not limited to, cracks and/or chips resulting from any improper care, maintenance or other misuse or abuse.

Granite Transformations is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism or accidents.

This Lifetime Limited Warranty does not cover, adhesives, caulk, sealant or any accessory items. This Lifetime Limited Warranty also does not cover damage to Product from burns due to high heat or excessive or prolonged exposure to heat over time. We strongly recommend the use of trivets.

This Lifetime Limited Warranty does not cover Product that you, the customer, decide you do not like after installation due to color, edging styles or other opinions based on personal preference. There are no implied warranty of fitness which extends beyond the warranty provided herein.

While some customers may opt to install our Product in outdoor applications, this use is not covered by this Lifetime Limited Warranty. In addition, Product should not be exposed to direct sunlight or prolonged exposure to indirect sunlight as fading may occur depending on amount of and location of exposure of the Product. This Lifetime Limited Warranty does not cover any fading or discoloration due to prolonged exposure to UV ray or sunlight.

Warranty Service:

To obtain the best service under this Lifetime Limited Warranty, contact Lucretia Witt at Granite Transformations via email at lwitt@trend-group.com or at 866-224-7020, or submit your claim in writing to Granite Transformations at 1565 NW 36th Street, Miami, Florida 33142, to the attention of Lucretia Witt, at the Warranty Services Department.

Please have available and provide the following information:

1. Your name, address, telephone number and email address;
2. Description or name of the Product for which the claim is made;
3. Date of purchase or date of installation;
4. Location from which you purchased the Product;
5. Description of the claim.

In the event that there is no record of your warranty is on file, you must provide proof of purchase in the form of a copy of your original contract, receipt or invoice showing the name of the owner, Granite Transformations location and terms of the purchase in order for Granite Transformations to consider honoring this Lifetime Limited Warranty. In the event that you are not the original owner of the installed Product, we may request that you supply us with the original purchase contract or any other paperwork or information we may require to verify the original installation. Any new owner of the Product will receive a pro-rated 10-year limited warranty, which is prorated from the original date of installation. In no event will the transferred warranty exceed 10 years from the date of the original installation.

You must provide Granite Transformations any other additional information requested by us and agree to fully cooperate with Granite Transformations or its authorized agents in the inspection of the Product and assist us in efforts to perform our obligations under this Lifetime Limited Warranty. You recognize that Granite Transformations will need some time and opportunity to inspect the Product, evaluate and respond to the claim.

General Terms and Conditions of this Lifetime Limited Warranty:

Except as may be provided in this Lifetime Limited Warranty, Granite Transformations shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or in the ability or inability to use the Product in residential applications covered by this Lifetime Limited Warranty. Some states or provinces do not allow the exclusion or limitation of incidental damages, so the above limitation may not apply to you.

Granite Transformations makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein. Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This Lifetime Limited Warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or, in Canada, from province to province.

This is the only warranty offered by Granite Transformations for the Product. No one other than Granite Transformations is authorized to make any warranty or promise with respect to the Product.

This Lifetime Limited Warranty shall be interpreted exclusively under the laws of the State of Florida.