



GRANITE/TREND TRANSFORMATIONS  
LIFETIME LIMITED MATERIAL WARRANTY  
NORTH AMERICA

This Letter of Warranty shall have full validity only when the consumer has registered within 3 months of purchase of the product, as indicated in the corresponding section, and when the consumer submits the original invoice or sales receipt (indicating the purchase date and name of the franchise of the product). In order to be effective, this warranty must be registered online on the website: [www.granitetransformations.com](http://www.granitetransformations.com). Rocksolid Granit (USA), Inc. reserves the right not to offer the warranty services if the requirements set forth are not met.

Rocksolid Granit (USA), Inc. (“Granite/TREND Transformations”) warrants to the original owners of exclusively installed etherium™ by E-Stone 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.

**What this Lifetime Limited Warranty covers:**

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 countertop use only by Granite/TREND 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/TREND Transformations Product Care and Maintenance Information which is provided with this warranty.

If a manufacturing defect occurs during the warranty period, Granite/TREND Transformations will, at its sole option, repair, or replace the defective Product (but only with Granite/TREND Transformations Product). Granite/TREND 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/TREND Transformations.

No representative, dealer, franchisee, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of Granite/TREND Transformations with respect to the Product.

**What this Lifetime Limited Warranty does NOT cover:**

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, cracks, impact damages or defects by fabrication, misuse or improper fabrication. The Product has natural

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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 or stains. The Product is a durable material and scratch-resistant and stain-resistant, but not scratch-proof or stain-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. Spills should be cleaned promptly.

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 mosaic or any 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. Sinks, faucets, cabinets, fixtures, appliances, and any other accessories (decorative or not) may have separate warranties through their manufacturer. These warranties are not covered by this Limited Lifetime Warranty or handled by Granite/TREND Transformations. 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/TREND 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 options based on personal preference.

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, please contact our Warranty Services Department at 954-435-5538 or via e-mail to Ms. Lucretia Witt at [lwitt@trend-group.com](mailto:lwitt@trend-group.com). Or, submit your claim in writing to:

Rocksolid Granit (USA), Inc.  
1565 NW 36th Street  
Miami, Florida 33142  
Attention: Warranty Services Department

Please have available and provide the following information:

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

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/TREND Transformations location and terms of the purchase in order for Granite/TREND 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/TREND Transformations with any other additional information requested by us and agree to fully cooperate with Granite/TREND 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/TREND 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/TREND 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

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or provinces do not allow the exclusion or limitation of incidental damages, so the above limitation may not apply to you.

Granite/TREND 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 warranty gives you specific legal rights, and you may also have other rights that vary from state-to-state, or in Canada, from province-to-province.

This is the only warranty offered by Granite/TREND Transformations for the Product. No one other than Granite/TREND 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.