



## **5-YEAR TRANSFERABLE COMMERCIAL MATERIAL WARRANTY**

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. (the "Company") warrants etherium® By E-Stone products for **commercial** use that the Company will, at its option, repair or replace (but only with etherium® By E-Stone collection products) without charge, such products if it fails due to manufacturing defect, PROVIDED THAT: the products are fabricated and installed by a fabricator(s) and/or installer(s) according to the Granite/TREND Transformations Installation Manual, approved in advance by the company, and have been paid for in full. This includes reasonable labor charges needed to repair or replace the products covered hereunder.

This warranty applies to etherium® By E-Stone that is put into **commercial** use for countertop surface materials and vertical surfaces and maintained in the manner recommended by the Company relating to care for a permanent installation. This warranty does NOT cover material used in flooring or outdoor applications.

### **This warranty does not cover damage caused by:**

1. Failure to follow Company recommended procedures for fabrication and installation or care and maintenance guidelines;
2. Physical abuse or breakage (cracks) not due to a defect in the manufacturing or the material;
3. Failure of any adhesive, caulk or other finishing or maintenance accessories, or failure of any caulked or filled joint or seam.

### **MANUFACTURING DEFECTS:**

The Company warrants that the products are free from manufacturing defects; however, this does not apply to color variances, minor natural inclusions, thermal shock, chemical abuse, cracks, or defects caused by misuse or wrongful installation. The Company reserves the right in its sole discretion to determine whether there has been any misuse or wrongful installation, and further claims for visible defects of the Products must be made before any fabrication or installation of the Products.

**This warranty applies only to etherium® By E-Stone:**

1. Which fail due to a manufacturing defect;
2. Which have not been moved from their original place of installation; and
3. The necessary reasonable labor charges to repair or replace such products only.

For coverage under this warranty, staple your original contract to this warranty form. The warranty registration number is the contract number assigned by the Company. To obtain service under this warranty, write to the local franchise from whom you purchased the product and include a copy of the original contract.

The Company's obligation hereunder is limited solely to the repair or replacement, including necessary labor charges on the etherium® By E-Stone purchased hereunder. ANY OTHER WARRANTY, OF ANY KIND – EXPRESS, IMPLIED OR OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE – IS LIMITED IN DURATION TO A PERIOD OF FIVE YEARS AFTER INSTALLATION. Some states or provinces do not allow limitations on how long an implied warranty, or warranties of merchantability or fitness last, 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 warranty applies to the original purchaser and subsequent owners of the product for a period of 5 years after product installation.**

This warranty is offered by RockSolid Granit (USA), Inc. for the etherium® By E-Stone. No one other than RockSolid Granit (USA), Inc. is authorized to make any warranty or promise with respect to the etherium® By E-Stone.

RockSolid Granit (USA), Inc.  
1565 NW 36<sup>th</sup> Street  
Miami, FL 33142  
Attention: Warranty Services Department  
[warranty@granitetransformations.com](mailto:warranty@granitetransformations.com)

**CARE, MAINTENANCE AND PRODUCT INFORMATION GUIDE**

(Forming part of and incorporated into the Warranty)

Below are our recommended care instructions for your etherium® By E-Stone product.

**1) Everyday Cleaning**

Simply wipe with a damp cloth using a mild detergent. Do not use scourers, steel wool products, abrasive and/or lemon cleaners.

## 2) **Stain Resistance**

Your product is stain-resistant (not stain-proof) to most common household food and liquid products; however, spillages such as wines and acidic substances (e.g. vinegar) should be wiped clean as soon as possible, especially on light colors. It is not recommended to leave food and liquid spills overnight. Chemicals such as solvents, acetone, acid or alkaline products can cause damage.

## 3) **Scratch Resistance**

Your product is scratch-resistant (not scratch-proof), but as with any high-shine surface, care should be taken. **We recommend use of a chopping board.**

## 4) **Heat Resistance**

Your product is heat-resistant and hot pans can be placed directly onto the surface for a short period of time; however, extreme heat will cause damage. **We recommend use of a hot pad or trivet.** Exposure to a naked flame will also cause damage and care should be exercised if spillage should occur with hot fat or oils, which should be removed as soon as possible.

### **CARE AND MAINTENANCE OF etherium® By E-Stone PERLA PRODUCTS: PERLA DI SABBIA AND PERLA BIANCA, SPECIFICALLY**

This unique product combines etherium® By E-Stone technology with a mix of beautiful and natural mother-of-pearl shell. Shell color and dispersal can vary between individual sheets. Because shell is formed from calcium carbonate and is softer than the composite sheet, the embedded areas can be susceptible to staining, abrasion by harder compounds and can react to vinegar, citric and other acids.

Overexposure or abuse of these substances can diminish the surface quality and affect the original purchaser's warranty. As with any boutique solid surface product, we advise that all Perla products be looked after in the same way as other etherium® By E-Stone Collection surfaces. In addition to our 'Care of Product' advice above, any spillage of vinegar or citrus fruit juice on the surface should be immediately wiped off with soapy water and a clean, damp cloth. Do not use lime scale remover, detergents containing citric acid (lemon), calcium cleaners or bleach, as these products will dissolve the shells.

### **CARE AND MAINTENANCE OF etherium® By E-Stone GLASS: RECYCLED RANGE, SPECIFICALLY**

We are fully committed to increasing our range of environmentally friendly materials and have developed etherium® By E-Stone Glass specifically for this purpose. Using a high percentage of post-consumer recycled glass, this range can be slightly more susceptible to marking and some extra care should be taken. Dropping heavy objects directly onto the surface or placing them down hard should be avoided in particular. Please note that glass that may look cracked or shattered is part of the product's unique appearance and that this does not compromise the integrity of the surface.

## **Description**

The etherium® By E-Stone Collection range of products is engineered from quarried natural materials and includes granite, stone, marble, quartz and mother-of-pearl shell, as well as glass, which are all compressed into graduated-size pieces and mixed with specially formulated UV-stable polymers. Each slab is individually formed on a reinforced mat, fired, and then polished to form a deep, lustrous shine. The etherium® By E-Stone Collection may contain fine surface swirls/buffer marks as a result of the polishing process. (These may only be visible under certain light.) The finished surface is heat, scratch, and stain-resistant.

## **Color Specification**

Because the etherium® By E-Stone Collection range is made up almost totally of natural material, some variation in stone/glass color and particle size is to be expected. This is quite normal and is not considered a product fault or defect. Foreign-colored stones may also feature in our products primarily due to the different mineral makeup of rock deposits, all of which have their own unique coloration and texture. For example, it is not an unusual occurrence to find a quartz-based particle (white inclusion) in a predominantly black (Nero Stella) slab. Nor is it unusual to find darker-colored stones (brown/black) in a lighter-colored slab (white/cream).

## **Samples**

We have no control over the inherent features of either stone (granite, quartzite) or glass. Displays and samples are provided as an indication only, batch variations will occur. It is impossible to continually provide current samples of the variations in materials.