

TRENDS in QUARTZ

Warranty Information

TRENDS IN QUARTZ

Jaeckle Distributors
4101 Owl Creek Drive
Madison, WI 53718
1-800-236-7225

10 YEAR WARRANTY FOR COMMERCIAL AREAS
15 YEAR WARRANTY FOR RESIDENCES

TERMS & CONDITIONS

1. This warranty applies only to Trends in Quartz products that have been permanently installed in the interior of single-family residences (original owner only), as well as commercial spaces, and have not been moved from their original installation. If after or during installation, you decide that you do not like the color or finish you selected, that decision is not covered under this warranty.
2. This warranty covers any defects in the manufacture of the original slabs. The subsequent fabrication, application, and workmanship are not covered under this warranty. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
3. This warranty only covers materials and/or services that have been paid in full.
4. This warranty applies only to materials that have been maintained according to the Trends in Quartz care and maintenance guidelines.
5. To file a claim and request service under this warranty, you must contact the company who sold you Trends in Quartz within thirty (30) days of the failure of Trends in Quartz surfacing materials.
6. In the event that Trends in Quartz materials fail due to manufacturing defect, Trends in Quartz or Trends in Quartz's distributors will replace such material. Trends in Quartz cannot guarantee an exact color match to existing product. All decisions regarding this warranty are at the sole discretion of Trends in Quartz. No one is authorized to make any claims or promises outside of this document on behalf of Trends in Quartz. If a claim request results in the repair or replacement of material, a notification letter will be sent on our behalf.

THIS WARRANTY DOES NOT COVER:

1. Any defect or damage resulting from any work done by any party/person due to improper fabrication or installation processes.
2. Any Trends in Quartz material installed in any outdoor application or used as flooring material.
3. Improper use, application, or installation that will shorten the life of the product. Such actions include but are not limited to: mishandling of the slabs or cut countertops, excessive heat or uneven exposure to weather conditions, physical or chemical abuse, damage from improper care and maintenance, or failure to follow proper installation practices.
4. Any defect in, or damage to, the product which results from placing hot items directly on the surfaces of slabs, including but not limited to: hot pans, electric frying pans, or oven trays.
5. The chips at edges or other areas caused by impact damage.
6. Scratches caused by improper use, as it is part of care and maintenance.
7. Slabs that have been altered to a different finish or reduced from original thickness.
8. The damage caused by creative use of the material such as thermal bending or curving.
9. Damage caused while securing mechanical fasteners directly to the products.
10. Damage to the product caused by installation of sinks and/or hardware.
11. Miter edges where the joint is not cut correctly.
12. Countertops that were not installed by a qualified, licensed professional.
13. Label removal, fabrication, or installation of material or any other occurred costs that may be associated with the removal or reinstallation of material covered under this warranty.
14. Damage or injury caused in whole or in part by acts of God, job site conditions, architectural/engineering design, structural movement, acts of vandalism, or other accidental incidences.
15. Improper use of the countertops. If the kitchen or countertop is used wrongly, Trends in Quartz will not be responsible for the warranty.