



## **Fine Lines Granite and Quartz Ltd** **Warranty**

**Project Name:**  
**Stone Supplier:**  
**Installation Date:**

Thank you for choosing Finelines Granite & Quartz. The work done by Finelines Granite & Quartz Fabrication is based by our 1-year limited warranty. Details of the warranty are below, but the general principle is: "If there is something we didn't do correctly; we will correct the problem and stand behind our work."

### **What Does This Warranty Cover?**

This warranty applies to fabrication and installation of Finelines Granite & Quartz materials that have been permanently installed in owner-occupied residential only.

We will repair or replace, at our option, any defects in materials, fabrication or installation with the same grade and quality of materials as the original using an acceptable color match, accepting that there are natural variations in veining and color with natural stone.

This warranty covers seam performance, installation of Sinks, Backsplash, but not the appearance of the seam.

### **What Does This Warranty Not Cover?**

This warranty does not cover natural characteristics of stone which include, but are not limited to natural color variations, water lines or physical properties (fissures, surface pits, and blemishes) that are normal and natural for some stones. If, after or during installation, you decide that you do not like the colors you selected or the natural stone variations and veining of your installation, replacement is not covered by this warranty.

This warranty does not cover countertops that have been moved from their original, permanent installed location. This warranty does not cover damage to your countertop caused by items out of our control such as:



- Chemical abuse, including but not limited to, surface etching by:
  - leaving acidic or aggressive chemicals in contact with the material
  - use of improper cleaning solutions
  - caring and maintaining your countertop improperly
- Physical abuse, including but not limited to, surface chipping, cracking, scratching caused by negligence and abuse such as:
  - excessive loading or dropping of heavy objects on the countertop
  - standing on the countertop
- House settling or foundation movement due to any cause.
- Cabinet movement due to any cause.
- Damage caused by fire, tornados, or other acts of nature.
- Cracking or shrinking of flexible caulks due to age or thermal movement of the home.
- Seam failure due to settling or structural issues unrelated to the countertop installation.
- Damage from acts of vandalism.
- Damage from excessive heat.
- Jobsite conditions or trades abusing your countertops; for example, standing on, hammering on.
- Architectural and engineering design.
- Ordinary wear and tear.

#### **What is the Period of Coverage?**

The period of coverage is the first 1 year from date of completion of installation.

To help add even more value to your home, Finelines Granite & Quartz's warranty is fully transferable to subsequent owners of your home, provided the new owners properly register their countertop with us.

Should we elect to repair or replace your countertop, your warranty will continue from the original date of installation and not from the date of repair or replacement.

#### **What Will We Do to Correct Problems?**

We will repair or replace countertops including necessary labour charges needed to repair or replace the countertop covered by this warranty.

We will repair any area of the installation that is determined by us to be defective.

We will pay for the cost of the product, labour involved in the removal and replacement of original installation. You will be responsible for any other costs associated with or arising out of the repair or replacement such as plumbing and electrical disconnects and reconnects charges to the extent determined necessary by us.

17860 106 Ave NW, Edmonton, AB, T5S 1V4, Canada

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[sales@finelinesgranite.com](mailto:sales@finelinesgranite.com)

Cell: 780-236-1367

Office: 780-452-0525

Fax: 780-452-9166



Provide us with your original sales receipt or other documentation that demonstrates proof of purchase clearly showing both the date and purchase and the date of installation.

You need to submit a claim in writing to the address below.

You are required to permit a Finelines Granite & Quartz authorized agent to inspect the installation of the product. You must reasonably cooperate with Finelines Granite & Quartz in its efforts to perform its obligations under this warranty.

Finelines Granite will communicate to you in a timely fashion all decisions about defects in the conversion or installation. Warranty work will be completed at our discretion.

To obtain service under this limited warranty, contact:

Finelines Granite & Quartz Ltd  
17860 106 Ave Nw  
Edmonton, Alberta, T5S 1V4, Canada  
Phone: 780-452-0525  
Fax: 780-452-9166

#### **What Must You Do to Keep the Warranty in Effect?**

You should maintain the countertop in accordance with the Finelines Granite & Quartz Care and Maintenance guide provided free at installation.

Except as provided in this limited warranty, Finelines Granite & Quartz shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty.

Finelines Granite & Quartz makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein.

**Thank You,**

**Finelines Granite & Quartz Ltd**

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