



## Warranty Coverage

Granite Life, LLC warrants to you that your granite countertops that have been treated with Granite Life Protectant by a Certified GLP (Granite Life Provider) prior to or at the time of installation of the countertop (a "Covered Product") will be resistant to stains caused by common food and beverages for the warranty period described below (the "Warranty Period"). Your warranty is subject to the terms, conditions, limitations and exclusions described below.

## Warranty Period

The warranty period for a Countertop Product that is used exclusively for indoor use in a personal residence is 15 years from the date of installation; provided the customer has registered their Warranty.

## Requirements for Making a Claim

A warranty claim may not be filed until the warranty policy has been paid in full. Claims may be made using the following processes:

- Provider can direct customer to the Granite Life website, where customer can access Warranty Customer Support and submit issue details. Once issues are logged into the website, an email will be automatically sent to a Granite Life Warranty Customer Service Support representative who will immediately contact customer to discuss issue.
- Provider can provide customer with toll free number, 1-877-417-5656, to call Granite Life to speak directly with a Granite Life Warranty Customer Support representative.
- Provider can contact Granite Life Warranty Customer Support division at toll free number, 1-877-417-5656, to advice of customer issue; upon notification we will contact customer immediately to clarify details.
- Provider or customer can email [warranty@granitelife.com](mailto:warranty@granitelife.com) to advice of customer issue; upon receipt of email notification, Granite Life will contact customer immediately to clarify details.

Upon notification of issue, a Granite Life Warranty Customer Service representative will contact customer via phone to discuss details of the issue and to advise the course of action, as necessary.

## Our Warranty Responsibilities

You must make the Covered Product available to us for our inspection. We will send a field service representative to your residence to attempt to remove the stain through normal cleaning techniques, such as steam or poultice. You must make the Covered Product available to our field service representative for the cleaning attempts. If the field service representative is unable to remove the stain, we will provide replacement natural stone for the damaged portion of the Covered Product and cover all reasonable labor costs for fabrication and installation to replace the damaged portion of the Covered Product. Reasonable costs will be determined at the discretion of Granite Life, LLC and Provider. Included will be the costs of plumbing and electrical work. Repair or replacement of backsplash product (unless cut from same material) is not included in warranty coverage. You can choose the same color replacement stone at the closest distributing stone center. If the color of your Covered Product is no longer available, you may choose from a supplied list of similarly priced stone. Since natural stone varies in color and texture, we cannot guarantee that replacement stone will be an exact match to either the portion of your Covered Product that is being replaced or the remaining undamaged portions of your Covered Product. Replacement products will be covered only for the remainder of the initial Warranty Period.

## Exclusions

This limited warranty covers only resistance to stains caused by common food and beverages that are natural occurrence of the kitchen environment; including, but not limited to, orange juice, coffee, vinegar, wine, tomato, mustard, soft drinks, and cooking oils, under normal use, and does not cover:

- Any defect in the Covered Product caused by defective stone or installation.
- Variations due to the natural characteristics of stone, including color variations, veining, water lines and surface marks.
- Stains caused by any substance other than common food and beverages including, but not limited to, silicone, non-cooking oils, acids, inks and dyes, paints and putty oils.
- Gloss or dullness or etching caused by spillage of highly acidic substances.
- Any damage caused by abuse, misuse, chipping, cracking, mishandling, alteration, building settlement or vandalism.
- Any damage caused by events beyond our control, such as fires, tornados or other Acts of God.
  - Any countertop that has been moved from the original location of installation.
  - Damage that result from your failure to maintain the Covered Product in accordance with the Care & Use Manual in our brochure.

## Limitations

Granite Life, LLC makes no warranty, representation or guarantee with respect to your Covered Product, except the warranty as to stain resistance, as expressly stated above and will not be liable to the customer for any consequential or incidental damages relating to the Covered Product, including costs or damages arising from the loss of use of the countertop.