



Custom Fabricators of
Granite + Quartz Surfaces

NATURAL STONE – WARRANTY

Natural Stone Warranty

Natural Stone including but not limited to granite, marble, onyx, travertine, quartzite (hereafter referred to as "stone") products come with a two (2) years fabrication and installation labour warranty only. **No warranty of any kind covering any natural stone material is implied or expressed.** This Limited Warranty does not cover any products or services for which Urban Quarry has not been paid in full.

What is covered under this Warranty

Installation services performed by Urban Quarry such as setting seams and attaching the countertop, and other natural stone surfaces; are warranted for a period of two (2) years from the date of installation as evidenced by proper documentation submitted by customer and recognized by Urban Quarry. Note: Urban Quarry does not apply caulk in areas where countertops or splashes meet walls or tiles, therefore settling of caulk in these areas are specifically not covered.

This warranty is limited solely to the repair or replacement of stone which was purchased from an authorized Urban Quarry dealer, or industry professional, and to the re-installation of the stone only if it was originally installed by Urban Quarry. Stone may be repaired or replaced solely at the discretion of Urban Quarry.

What is NOT covered under this Warranty

Damage to stone after delivery, alteration by others, during storage or transit by others, during installation by others, or resulting from repairs performed by others. Also not covered under this warranty is damage due to chemical or physical misuse, including improper cleaning or lack of cleaning, limited to indoor residential installations only. This does not include natural characteristics of natural stone such as color variation, stains, water lines, natural fissures surface marks or natural aging, which may include darkening on some colors, loss of shine on edge or surface and chips/pitting. Nor does it cover damage caused by items out of our control such as settlement, fire or acts of nature, which may cause stress cracks. This warranty does not cover any material that has a honed, flamed or antique finish.

Tolerances for dimensions such as length, depth, overhang, centerline, etc. allow for slight variances from design specifications. Variances not clearly visible or which can be detected only by using measuring devices are not covered under this warranty. Additionally, settling of floors, sub-structures, and cabinets and changes in ambient conditions will result in **misalignment** of installed products, **opening of seams and joints**, and **gaps** where products meet each other and meet walls, none of which are covered by this warranty.

Consequential, incidental, minor, or indirect damages of any kind are expressly not covered by this warranty. Such items which are not covered include – but are not limited to – fabrication costs, costs to un-install or re-install, plumbing, electrical work, tile, wall treatments and coverings, delivery charges, loss of use, and any other costs or forms of compensation. Any damage to persons or property resulting from handling or installing by others, or from use of this product is expressly not covered. Specifically excluded in this warranty are minor nicks and chips to walls, cabinets, or appliances, cutting into walls to fit countertops, and dust or debris created during installation. Urban Quarry's maximum liability under this warranty arising out of the sale of, other

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products or installation services, based upon warranty or contract, shall never exceed the actual payments received by Urban Quarry in connection therewith.

Some products sold by Urban Quarry may have a limited or Full lifetime warranty provided by a third-party manufacturer or vendor. All products which do not include a warranty by manufacturer or vendor are sold AS IS and without warranty.

Sink cut-outs will be made in compliance with the sink manufacturers' specifications as provided online or by use of a template provided by manufacturer or customer. Variations between the cutout and the sink and the manner in which the sink reveal (either positive or negative) conforms to the outline of the sink are expressly not covered under this warranty. Urban Quarry assumes no liability of any kind when the customer requests a cutout to be made that differs in any way from the sink manufacturers published or provided cutout specifications. The material resulting from the sink and cook top cut-outs are not part of the finished product and will not be made available to the customer.

Urban Quarry makes no implied or expressed warranty regarding merchantability or fitness for a particular purpose and makes no other warranties, expressed or implied, other than as set forth herein. No fabricator, installer, dealer, agent, or employee of Urban Quarry has authority to modify the obligations or limitations of this warranty. This warranty is issued only to the original purchaser (the party whose signature appears on this warranty, or if no signature appears, the party by whom Urban Quarry was paid), and is **not transferable**. However, this warranty also governs any claims which may be filed by the original end-user. Urban Quarry shall not be liable for any loss or direct, incidental, or consequential damages arising out of the use or inability to use your Urban Quarry countertops. Claims for damages, shortages, or other deficiencies must be made the day of installation. Installation constitutes acceptance. If material is not acceptable please contact Urban Quarry immediately.

The following guidelines are intended solely to clarify an understanding of certain properties, characteristics, or conditions associated with Urban Quarry products and installation services. They do not represent all of the properties, characteristics, or conditions which may be covered or which may be excluded from coverage under this warranty.

Colour and veining: Stone countertops are composed of natural materials and are subject to variations in background color, veining distribution and veining pattern. The colour, shade, veining, color concentrations (blotches), and any other variances in the appearance of natural stone **will exist and will vary** between a sample you may have used in the selection process and the actual stone(s) used on your project, between two stones, and even within the same stone. Such naturally occurring variations are to be expected in stone and are not considered defects.

Finish: Your countertop will come with a polished finish (unless ordered in another finish). Irregularities in the finish and gloss levels of natural materials like stone are common, reflecting the unique natural patterns and finish that give each stone countertop its distinctive appearance. Finish and gloss will vary from piece to piece and on the same piece.

Surface irregularities and thickness: Natural stone is composed of minerals and is earth-formed over hundreds of millions of years. Fissures, pitting, mineral pooling, and other naturally occurring features in stone should not be considered as defects, and are not covered under this warranty. The thickness of stone slabs vary, therefore thickness designations (i.e. 3 centimeter) are nominal rather than exact. When pieces of different thicknesses are joined, it is common practice to grind the underside of one piece to blend evenly with the other piece.

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Seaming: Placement of seams is solely at the discretion of Urban Quarry, will be discussed at the time of template and finalized during engineering. Although we use state-of-the art technology and colour-matched epoxies, **seams will be visible to the eye and touch.** Every effort will be made to insure the seam is placed in the best location for the structural integrity of the countertop and to make it aesthetically pleasing. Due to the unique characteristics of stone, it is not possible to guarantee a match in color, veining (including the direction of veins) or finish when seaming two pieces together. Additionally, stone slabs may contain some bowing or warping, therefore in some instances seams may not be level across their entire length.

Staining: All countertops are sealed prior to installation. Annual sealing is recommended to enhance stain resistance, and such sealers may be purchased easily. When properly sealed and maintained, stone countertops are generally quite stain-resistant to common beverages and foods. In those instances when a stain occurs, it is generally not possible to remove it, and such stain is **not covered** under this warranty. It is very possible for certain chemicals and cleansers to stain stone. If such liquids are spilled on stone, they should be wiped off immediately with soap and water. Urban Quarry, as well as most home centers, sells a line of products designed specifically for the care of stone countertops. Additionally, you may use warm soap water or mild household cleaning agents to clean your countertop. Avoid strong chemicals and solvents. Do not use nail polish remover, permanent markers, inks, oil soaps, furniture cleaners or paint strippers on the countertop. Also, avoid using high alkaline/PH level cleaners, such as oven cleaners on the countertop.

Scratching: Many types of stone countertops (i.e. granite) are extremely hard surfaces and very resistant to scratching. In the rare instance when a scratch is discovered, it is generally not possible to repair or remove it. The top should not be used as a cutting surface since it will dull your knives. The use of cutting boards is recommended.

Temperature: Stone countertops are very heat resistant and unlikely to scorch. Thermal shock or cracks may occur if the countertop is subject to extreme temperature changes. It is recommended that you protect your countertop from extreme heat by using trivets or hot pads, as damage resulting from heat is not covered under this warranty.

The following is an excerpt from Section 14 of “A Homeowner’s Guide to Natural Stone Countertop Installation” published by The Marble Institute of America is an integral part of this warranty:

Fissures occur naturally in many stone types. A fissure is defined by the American Geological Institute as “an extensive crack, break, or fracture in the rock, which may contain mineral-bearing material.” The term “fissure” is used commercially in the stone industry to describe a visible separation along inter-crystalline boundaries or the voids between mineral crystals. This separation may start and stop within the field of the stone or extend through an edge. A fissure differs from a crack in that it is a naturally occurring feature in the stone.

Cracks occur in stones as a result of mechanically induced stresses during handling, fabrication, transport, or installation. When cracks are detected in slab material *prior to fabrication*, the best method is to simply avoid them during the layout process. In stones with lesser soundness properties, this option may not be possible. When working with such stones **it is common practice to repair cracks** by cementing them together with epoxy or polyester resin. (Repaired cracks are not indicative of defective product or workmanship, and are specifically not covered under this warranty).

Chips can occur in stones either as a result of sawing operations or handling. **Chips may be repaired** with epoxy or polyester resin if the completed repair is consistent in color and texture with unrepaired areas of the slab.

Pitting of the countertop surface, particularly in granite, is a common characteristic of natural stones. Granites are made up of several different minerals, each mineral having a different hardness. Granites contain quartz, feldspars, biotite, amphibole, ferrous titanium oxides, and

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other minerals. On the Mohs Scale, diamonds are the hardest mineral, with a rating of 10. Quartz and feldspar have a hardness of 6.5 to 7 and are very durable. Biotite (mica) is very

soft (2.5) and flakes easily. All true granites have biotite in their composition. Because biotite is soft and flaky, the first few layers are removed during the polishing process, causing pits throughout the slab. Some granites have more biotite throughout their composition than others. The higher the biotite content of the stone, the more pits it will have. Most polished igneous rocks will have varying degrees of pits, depending on the amount of biotite, muscovite, and phlogopite in their composition. The pits do not make the granite less durable or otherwise inferior. Pits are common in all granites and should be expected.

To make a claim or obtain service under this Warranty, you must call Urban Quarry Service Department at 613-738-1567 ext.230 email: service@urbanquarry.ca or submit your claim in writing to:

Urban Quarry Inc.,
Attn: Service Department
2717 Stevenage Drive
Ottawa, ON K1G3N2.

Please include the following information:

1. Your name, address and telephone number.
2. Description of the Product for which the claim is made, including the design/colour and thickness of the Product.
3. Date of installation.
4. Name of retailer, contractor or installer from whom you purchased the Product.
5. A description of the claim.

In order for Urban Quarry to respond under this Warranty, Urban Quarry's authorized agents/technicians must be permitted sufficient time and opportunity to inspect the Product and its installation to evaluate and respond to your claim.