

Choice Granite and Marble LLC

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Certificate of Warranty

**Warranty**

Choice Granite and Marble LLC (CGM) offers a 12 month limited warranty. We warrant to the original purchaser of a **polished** granite countertop that the countertops will be free of most material defects. Stone is a natural product so inherent fissures and other natural occurring abnormalities are not covered and considered part of the beauty of the stone. For a period of twelve months after installation, under normal conditions of use, your stone top will be resistant to stains caused by common food and beverages. This warranty does not cover marble products, Quartzite, Honed or Leathered stones and remnants. This warranty does not cover products with 15 year sealer products already applied to the stone surfaces or purchased at CGM during the original installation. This warranty includes labor to machine and install the countertops. CGM applies the initial layer of sealer on the countertops prior to installation. Customers are responsible to seal the countertops every six months thereafter. The warranty is managed by CGM.

**Exclusions**

The warranty offered herein applies only to covered claims and does not cover claims by the purchaser resulting from:

- Damage caused by misuse, abuse or improper use are not covered
- Improper care such as but not limited to:
  - Subjecting countertops to excessive weight by standing on it or placing heavy loads on the countertops
  - Dropping hard or heavy objects on countertops
  - Subjecting countertops to caustic or abrasive chemicals
  - Countertops subjected to extreme temperatures, accidents, neglect, abuse, negligence, mishandling or alteration of the countertop, commercial business countertops are excluded. We do not cover variances in the stone countertops that are natural occurring, including without limitations, veining, pitting, inclusions, fissures or variations in color, surface grain and glossiness of the stone are all excluded. Granite, Marble, Travertine, Onyx, Quartzite, and Soapstone are all natural products and can exhibit any of these natural anomalies and are not covered.
  - Countertops that are moved are void of warranty.
  - CGM only warrants Granite/Quartz products used as countertops. We do not warrant other applications or uses of the products.
  - For all Quartz warranty claims, the Quartz manufacturer must first approve any warranty claim based on their terms and conditions before CGM will honor a material warranty for these products.

**Accepted Claims:**

When CGM receives an original purchaser’s warranty claim, CGM will review the claim and determine the worthiness or validity of the claim. CGM is the sole determining authority in acceptance of a warranty claim. CGM may send a qualified technician to inspect the claim with the purchaser. In the case of stains: CGM will first try and remove the stain with a qualified stain removal product. If CGM is unable to remove the stain, to our satisfaction, using a stain removal product, CGM will replace the granite piece affected by the stain, with the same or comparable product. As stated above natural stone varies from piece to piece, slab to slab, CGM makes no assurances to purchaser that the replacement piece will match the original countertop installed in the purchasers home. We also make no assurance to replace pieces unaffected by the stain. The warranty start date is day of original installation. All warranty claims must be sent in writing to either the fax number listed above and/or email and must include customers name, address and date of installation.

**Notification:**

The CGM warranty program is also subject to the original terms and conditions of sale. For example but not exclusive of: If customers had cabinets that were not level, and the granite countertops crack, the warranty is void. We do not warrant seams past what is outlined in the original terms and conditions. Please read the other items listed in terms and conditions of sale.

Questions regarding the CGM granite countertop should be directed to your project manager at the time of order.

Sincerely,  
Choice Granite and Marble LLC