

Commercial 10-Year Limited Warranty



Caesarstone Canada warrants, to the owner of the original installation that Caesarstone quartz surfaces, when installed in accordance with current published procedures by a Caesarstone Authorized Fabricator/Installer, shall be free from material defects in manufacturing for a period of ten (10) years from the date of completion of the installation of the Caesarstone.

Caesarstone Canada makes no express or implied warranty including, without limitation, the warranties of merchantability, fitness for a particular purpose, or from any other course of dealing or trade usage regarding the product. No warranty whatsoever is made in regards to materials produced or provided by other manufacturers.

Caesarstone Canada's sole responsibility and liability under this warranty shall be to repair or replace, at Caesarstone Canada's option, the products shown to be defective, during the warranty period. Caesarstone Canada shall have no liability for any other loss, expense or damage, as a result of the installation of Caesarstone. Under no circumstances shall Caesarstone Canada be liable for indirect, punitive, consequential, special or any other similar damages, including but not limited to, loss of profits, business interruption or any other loss.

The original owner must provide Caesarstone Canada with prompt notice of any alleged defects that appear. Caesarstone Canada or its authorized agents must be permitted to inspect the product and to follow the warranty procedures. All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by Caesarstone Canada and shall be final and binding on all parties.

Terms and Conditions

1. This warranty applies only to Caesarstone surfacing materials.
2. This warranty applies only to installations that are permanently installed in the interior of commercial structures and that have not been moved from the original installation.
3. This warranty does not cover materials that have not been paid for.
4. This warranty only applies to materials that have been maintained according to the Caesarstone Use & Maintenance Guide.
5. This warranty does not apply to products with "honed" finishes. Honed finishes require more daily maintenance and may not be appropriate for high traffic areas.
6. This warranty does not cover materials used in flooring applications.
7. This warranty is not transferable. Under no circumstances shall this warranty exceed ten (10) years from the date of installation. This warranty is issued to the original owner of the structure in which the Caesarstone was installed and expires upon transfer of the ownership of the structure to a third party.



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8. To request service under this warranty you must contact the company from which you purchased the Caesarstone.
9. All decisions regarding this warranty are at the sole discretion of Caesarstone Canada and will be communicated to the end user promptly.
10. Laws and building safety codes governing the design, engineering and construction of installations vary widely. Caesarstone Canada assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation.
11. Commercial property shall consist of any location open to the general public for business use, private properties subject to residential or commercial rental or lease, or properties designated as hotels, motels or other temporary residence applications.

Exclusions:

1. Routine maintenance and minor conditions such as surface stains and water spots that may be corrected by following the techniques specified in the Use & Maintenance Guide are not covered.
2. This warranty does not cover products installed in outdoor applications.
3. This warranty does not cover flooring applications.
4. This warranty does not cover improper use or abuse.
5. This warranty does not cover failures due to fabricators failing to follow the prescribed fabrication and installation procedures as outlined by Caesarstone. Improper fabrication and installation is the sole responsibility of the fabricator/installer.
6. This warranty does not cover labour to remove, fabricate and/or reinstall Caesarstone, or other similar activities necessary to complete the replacement or removal of the defective material.
7. This warranty does not cover seam appearance or seam performance.
8. This warranty does not cover "honed" finishes or finishes that have been altered.
9. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, etc, that may be necessary to repair or replace the Caesarstone product covered under this warranty.
10. This warranty does not cover products installed with a known or visible manufacturing defect at the time of installation, including but not limited to colour variance.



11. This warranty does not cover damage caused by mishandling, misuse, and damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, or uses of products exposed to outside weather or climate conditions.

Caesarstone shall not be responsible in either contract or tort for any loss of direct, consequential or incidental damages arising out of the use or the inability to use the products covered in this warranty.

This is the only product warranty made by Caesarstone. No dealer, fabricator, distributor or any other person is authorized to make any warranty, promise or representation on behalf of Caesarstone.

Caesarstone is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.

Caesarstone shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some provinces do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

THE FOREGOING IS THE COMPLETE WARRANTY FOR CAESARSTONE AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO CAESARSTONE AND CAESARSTONE EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME PROVINCES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights which vary from Province to Province.