



Quartz Warranty:

Eagle Quartz USA, Inc. - warrants to the original owners of installed Eagle Quartz surfaces by an Eagle Quartz Certified installer for a period of (10) years from the date of installation. During the warranty period, Eagle Quartz USA, Inc. will at its option, repair or replace the defective material.

Terms and Conditions:

1. This warranty is exclusive to the original purchaser of Eagle Quartz surfaces for only the repair or the replacement of the defective product.
2. This warranty covers Eagle Quartz surfaces that have been permanently installed in your property that have not been moved from the original installation. Small property consists of any location open to the general public for business use, private properties leased or rented, residential or commercial, or properties designated as hotels, motels or other temporary residence applications.
3. This warranty covers products that have been properly maintained according to the Care and Maintenance guide. The guide is available online www.eaglequartz.com.

Exclusions:

1. This warranty does not cover materials and or services that have not been paid in full.
2. This warranty does not cover for color variations, thermal shock, chemical abuse, scratches or chips from excessive impact damages or defects from misuse or improper fabrication.
3. This warranty does not cover for spots or blemishes smaller than that of the U.S. ten cent piece. Spots and blemishes do not affect the structural integrity of the material.
4. This warranty does not cover seam appearance.
5. This warranty does not cover temporary marks on the Eagle Quartz products including but not limited to metal marks, fingerprints or smudges or other temporary marks made by household utensils.
6. This warranty does not cover for additional repairs on accessories.
7. This warranty does not cover materials installed outside, exposed to weather and climate conditions or ultraviolet light.
8. This warranty does not cover overhangs in excess of the recommendations provided by the Marble Institute of America.
9. This warranty does not cover for damages or injuries caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement, acts of vandalism, or accidents.
10. This warranty does not cover products used as flooring material.
This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the Eagle Quartz product covered under this warranty.
11. This warranty does not cover natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.

To request service under this warranty you must contact the company who installed your Eagle Quartz or contact Eagle Quartz USA, Inc. directly at info@eaglequartz.com

The items listed above are the complete warranty for Eagle Quartz supersedes all other warranties and representations, whether verbal or written. except as expressly set forth above, no other warranties are made with respect to EAGLE QUARTZ USA, INC. expressly disclaims all warranties not stated herein, including, to the extent permitted by applicable law, any warranty that may exist under national, state, provincial or local law including but not limited to any implied warranty of merchantability or fitness for a particular purpose. Some states or other jurisdictions do not allow the exclusion of implied warranties, so the above limitations may not apply to you.

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

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Quartz Care and Maintenance:

Eagle Quartz is a maintenance free surface that is not easily damaged. Following a few simple instructions will keep your countertop looking like new for many years to come.

- Use mild soap and warm water for routine daily cleaning. Be sure to rinse thoroughly.
- For stubborn spots, use a soft cloth or a non-scratch scrub pad, and a mild non-abrasive cleanser, with a neutral PH.
- For dried residue, a flat object such as a plastic putty knife can be used to gently scrape off the foreign material.
- Although Quartz is extremely scratch resistant, it is not scratch proof. You should never cut or chop directly on your countertop. Always use a cutting board.
- Always use a hot pad or trivet when setting down hot objects, such as hot pans or plates. Direct contact with extremely high heat can cause damage.
- Take care to avoid spilling harsh chemicals such as drain cleaners, paint strippers, oven cleaners, bleaches, etc on your Quartz countertop.

If needed, apply common, **non-abrasive**, household cleaners such as



Soft Scrub Liquid Gel with Bleach, directly on a damp cloth or sponge and wipe the surface, rinsing thoroughly after cleaning. To avoid dulling the surface's shine, make sure to use a non-abrasive cleaner, and rinse off any cleaner with water and dry with soft cloth or paper towel. To remove adhered material such as food, gum or nail polish, first carefully scrape away the excess material with a plastic putty knife and then clean the surface with a damp cloth to remove any marks left behind and any residual dirt. Also, **do not use any abrasive pads** to clean tougher dirt as abrasives can damage the finish/sheen of your countertops.

We recommend using cleaning products between pH 5-8, as products outside this range may damage the surface. Avoid exposing Eagle Quartz to chemicals with pH levels outside this range, such as oven grill cleaners, floor strippers, paint removers/strippers, toilet bowl cleaners, oil soaps, tarnish removers, furniture cleaners, drain products, battery acid, dishwasher detergent, etc.

Should your surface accidentally be exposed to any potentially damaging products, rinse immediately with water to neutralize the effect.

Do not put generating heat devices or cookware directly on the Eagle Quartz surface.

Your quartz is strong but not indestructible – although quartz is resistant to cracks, scratches and stains.

However, like most materials, excessive force and/or pressure from objects can damage the surface.

As with any surfaces, Eagle Quartz can be permanently damaged by direct exposure to heated cookware, hot irons, blow dryers... etc.