

PACSHORE QUARTZ 15 YEAR LIMITED WARRANTY

Pacific Shore Stones provides a 15 year limited warranty to the original owner of installed PacShore Quartz product, subject to terms and conditions of this warranty. This is a unique warranty offered by PacShore Quartz (Pacific Shore Stones) for its technological quartz countertop. No natural person or legal entity different than PacShore Quartz (Pacific Shore Stones) is authorized to undertake any warranty agreement related to PacShore Quartz's technological quartz. PacShore Quartz has the right to replace the defective material with another selection in circumstances where at the time of the claim the original product is unavailable.

To the extent permitted by law, this limited warranty is exclusive and in lieu of all other warranties, express or implied, including, without limitation, warranties of merchantability, fitness for a particular purpose, title and non infringement, and PacShore Quartz hereby disclaims all other warranties, any implied warranties which cannot be disclaimed due to operation of law are hereby limited in duration to the warranty period described below.

No representative, dealer, employee, installer, or any other person is authorized to make, modify or change this limited warranty or make any other warranty, representation or promise on behalf of PacShore Quartz with respect to the product. No term or condition other than those in this limited warranty and no agreement or understanding whether oral or written in any way purporting to modify or change this limited warranty shall be binding upon PacShore Quartz unless made in writing and signed by the Director of Operations Jeyson Araujo.

Who does this cover?

This limited warranty is personal (original owner) and non-transferable to the natural person that registers his/her personal information (registrant) according to the instructions explained. This warranty commences upon installation of the product and continues for as long as you own the product up to 15 years. In order to obtain assistance during the warranty period, the registrant should contact the establishment where the product was purchased.

What is covered by this warranty?

This warranty shall apply only when the product is properly fabricated and installed for the interior use of residential applications by fabricators and their installers. This warranty is applicable to material that has been used in accordance with the care and maintenance rules and by following the precautions explained by PacShore Quartz.

This warranty is only applicable for the manufacturing imperfections reported during fabrication, or by the end user after installation of the product.

What is not covered by this warranty?

This warranty does not cover installed products on the exterior, damage occurring through incorrect use, abnormal use, excessive pressure/force or loading applied from a person/utensil/object including but not limited to resulting in chips or cracks, mishandling, exposure to excessive heat or cold - including sudden or rapid changes in temperature or thermal shock, exposure to meteorological conditions, exposure to ultraviolet light, physical or chemical abuse, outdoor installation or partially exposed outdoor installations, or damage caused by inappropriate care and maintenance. This warranty does not cover damage arising from manipulation, cutting or installation procedures in an inappropriate way. This responsibility will be for the professional/installation engineer. This warranty expressly excludes installations on road/walkway surfaces, cladding or similar, or commercial uses.

This warranty does not cover any costs other than the technological quartz material itself. It does not cover cutting, installation, or any other additional costs arising from other repairs or modifications such as repairs for walls, plumbing, etc.

Installed products with manufactured defects known or visible at the time of the installation, including, without any limitation, possible differences in color or tone will not be covered. In addition, improper, insufficient or poorly designed support, cabinets, structures, or sub-floors for, on, near or under the product are not covered by the warranty.

PacShore Quartz is not responsible for the transportation of the replacement quartz to the registrant's address. PacShore Quartz is also not responsible for any damage caused in total or in part by natural disasters, architectural design or engineering, structural movement, acts of vandalism or accidents.

Additionally, this warranty does not cover unintended uses of the product which are not covered. Product installed in entry ways, subject to traffic flow from the outdoors, product installed outdoors, whether in partially covered or otherwise sheltered areas or not, product installed in areas exposed to saltwater, and products installed for shower trays, shower pans, steam showers, steam rooms or saunas.

Your Responsibilities:

It will be necessary to be registered, according to this document, and give the original receipt in order to be able to use this warranty. In the case of the purchase of a new home which PacShore Quartz installed in it, the home purchase contract will be valid instead of the receipt. A maximum of six (6) months from the receipt date is permitted for registration for the 15 year PacShore Quartz Warranty. Those products that have not been paid in full are excluded from this warranty.

The warranty registrant will have to allow authorized employees of Pacific Shore Stones to access the premises in order to examine the defective product and take pictures of the material and installation imperfections.

Warranty claims must be received by PacShore Quartz (Pacific Shore Stones) within thirty (30) days after you learn of the facts upon which the warranty claim is based, or such warranty claim shall be deemed waived.

Remedies:

With respect to any product with a manufacturing defect covered by this limited warranty, Cambria will, in Cambria's sole discretion, either (a) repair or replace such product, or (b) refund the purchase price for such product. Costs related to transportation, freight, tear-out, demolition in any form, disposal and reinstallation, fabrication, or associated costs beyond the cost of the product or its replacement is not covered by the warranty

Filing a Claim:

To make a claim or obtain service under this limited warranty. Please call the office through which the product was bought or submit your claim in writing to:

Pacific Shore Stones
11530 Jones Maltsberger Rd
San Antonio, TX 78216

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 and thickness of the product
3. Date of purchase or date of installation, whichever is earlier
4. Name of the Fabricator that installed the product and whom you made your purchase through
5. A description of the claim

In order for PacShore Quartz to respond under this Limited Warranty, Pacific Shore Stones' authorized agents must be permitted sufficient time and opportunity to inspect the product, evaluate, and respond to your claim.

To Register:

To register your product, please complete the PacShore Quartz Warranty Registration form found at www.pacificshorestones.com/pacshorequartz/

PACSHORE QUARTZ PRODUCT CARE & MAINTENANCE

PacShore Quartz surfaces come with a 15 year limited warranty. They are easy to clean and care for. To keep your surfaces in good condition, please follow the following guidelines.

- For regular cleaning, use mild soap, soft cloth, and warm water, rinse the surface thoroughly. **Do not use** abrasive, strong alkaline, acid, free radicals, oxidizers or cleaners of the like (Comet, Soft Scrub, SOS pads, bleach, paint remover, furniture strippers, tarnish or silver cleaners). Various chemicals are corrosive and or erosive in their ability to attack any surface including quartz. If unsure if a cleaner falls under the “do not use” category, do a small test spot on a non visible part of the surface before using on the entire surface.
- PacShore Quartz is scratch resistant, but we do not recommend cutting or chopping directly on the surface. The use of a chopping board is strongly recommended. While PacShore Quartz is durable and resistant to surface damage, all stone can be damaged by force and no stone is chip proof. Objects hitting edges particularly at sinks or dishwashers may cause chips. Though a minor knife slip with dull the knife and may not potentially harm the stone, no stone surface is scratch proof. Surface marking are more visible on monotone designs than multi-colored surface.
- Please avoid placing hot pots, pans or implements directly onto your PacShore Quartz surface. To help protect it, always use a trivet or hot pad. Direct contact with a hot object can damage the surface. Surfaces can be damaged by sudden and/or rapid change of temperature, especially near the edges, as well as direct and/or sustained heating of the top. The product may not withstand the direct transfer of heat from pots and pans and other cooking units such as electric frying pans and griddles, slow cookers, roaster ovens, and heat lamps.
- Pacshore Quartz is not suitable for outdoor use, and should never be exposed to solar radiation (UV Light).
- PacShore Quartz is not a seamless product, seams can be visible. Where these seams lie, you may be able to see changes in the product pattern and shade. Please remember the sample pieces you see are cut from a larger slab and may not fully exhibit all of the design characteristics of the final installed product.
- **Do Not** apply sealers, penetrants, or topical treatments to PacShore Quartz under any circumstances. These products will wear off and cause the gloss to appear dull or inconsistent.