



QUARTZ WARRANTY STATEMENT

Quartz is non-porous and stain resistant.

Global Stone warrant to the original owners of installed our quartz products for a period of three (5) years from the date of installation that under our guidance, the following terms and condition. Global Stone will replace, without charge, your stone tops if provide that Global Stone determines that the products has failed due to any defect in fabrication for as long as your jobsite.

To qualify for repair and replacement, you must provide the original Global Stone shipping documents (Proforma Invoice, Packing List, Bill of Loading), the evidence of breakage. All decisions and defects in fabrication shall be determined by Global Stone and communicated to you in a timely matter.

Terms & Conditions:

Our Warranty:

- A. 5 years for commercial, hospitality and industrial stone tops warranty.
- B. Guarantees stain protection from common household food and drinks except etching.

The Warranty does not cover:

- A. This warranty does not cover materials or services that have not been paid in full.
- B. This warranty does not cover seam performance failure due to settling or structural issues unrelated to stone tops installation.
- C. This warranty does not cover improper use or abuse. The improper including mishandling, rough unloading, rough truck transportation, strong chemicals and solvents, damage from excessive heat or uneven exposure to weather conditions.
- D. This warranty does not cover chips or other excessive impact damage in the products.
- E. This warranty does not cover scratches. Global stone's quartz products are very hard material and highly scratches resistance. But proper care must be exercised for prolong lifetime.
- F. This warranty does not cover the failures due to installer not following the installation procedures per our guidance.
- G. This warranty does not cover any chemical damage.

- I. This warranty does not cover the installation of sinks.
- J. This warranty does not cover any failures due to inadequate support for the installation.
- K. This warranty does not cover mitred edges where the joint been bad impact.

Costs of claiming:

- A. Global Stone supply stone products for aboard customers only. So Global Stone will bear the expense of the reasonable materials charges which are necessary for replacement of our products by this warranty. When submitting a claim, please provide details of the quantity, color for replacement. (including the quotes and documents from us).
- B. Global Stone will make a response within one week. And arrange the production for replacement immediately when the claims been confirmed. We don't charge in installation, so Global Stone will not cover the over installation cost.
- C. If the replacement solution is been rejected from customer, Global Stone will consider cover some lose for customer by this warranty. We don't monkey around to provide our customers highest customers service with an extremely competitive price point.

P.S:

- 1. A replacement products from Global Stone may not be reasonable available in the same shape or species as the original products cover by this warranty. If the replacement products of the same shape and species is not reasonably available, Global Stone reserves the right to provide a replacement products as close in shape and species as is reasonably possible.
- 2. This warranty should follow PRC consumer law. Our goods come with guarantees that cannot be excluded under PRC Consumer Law. Global Stone reserves right of final interpretation of this warranty.

Global Stone is not responsible for damage or injury caused in whole or in part by acts of god, jobsite conditions, and architectural design, and structural movements, acts of vandalism or accidents.