

QUARTZ SURFACE® 10-YEAR RESIDENTIAL LIMITED PRODUCT WARRANTY

WARRANTY GUIDELINES:

Basix® International warrants to the original purchaser of Basix® Quartz Surface sheets and sinks to be free of manufacturing defects for a period of 10 (ten) years after initial installation. Basix® International liability under this warranty is to repair or replace, at their option, such product if the failure is due to a manufacturing defect (as determined by a Basix® International Representative) with normal use based on quality evaluation results. This warranty also applies to Basix® Quartz Surface product used in commercial applications on or after January 1, 2013.

THE BASIX® QUARTZ SURFACE WARRANTY DOES NOT COVER DAMAGE CAUSED BY:

- Damage due to improper fabrication, transportation, handling, or installation of the product purchased.
- Minor “wear and tear” such as stains, scratches, burns and water spots. Always use appropriate cutting boards.
- Damage due to physical or chemical abuse, thermal shock or damage from excessive heat, or breakage not due to a defect in the manufacturing of the product.
- Excessive heat means exposure to heat of such a degree that white marks, white rings or cracks appear on the product. Trivets or hot pads should always be used. Excessive heat is not considered to be a material defect, but rather, subject to proper care and maintenance by you.
- Damage due to chemical abuse, including improper use of cleaning agents such as bleach or drain cleaner on the product without prompt cleaning.
- Use or application other than normal interior use.
- Any cut to size, installation, repairs or modifications such as, for example, any freight or transportation costs, installation labor or material changes, any plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the Basix® Quartz Surface product covered under this limited warranty. Basix® International’s sole responsibility and liability under this limited warranty shall be to replace the defective Basix® Quartz Surface products.
- Basix® Quartz Surface product which has been moved from the original place of installation.
- Damage due to settling of cabinets or structural support issues.
- Damage due to vandalism, abuse or acts of nature.
- Impact or chipping. Chips in quartz products are caused by impact.
- Products that have not been paid for in full.
- Seam performance and seam appearance.

Basix® Quartz Surface is composed of 93% natural quartz and, as such, is subject to variation in pattern, color, tone and light reflectance. These natural variations and differences between your installed top and Basix® Quartz Surface samples will not result in a replacement of your product.

This warranty does not apply to moving vehicles such as RV’s, motor homes and boats.

This warranty does not apply to floors.

This warranty is for the period of 10-years and is non-transferable.

WARRANTY CLAIM PROCEDURES:

To obtain service under this warranty, visit our Basix® International Warranty Website at: www.basixinternational/warranty.com. Basix® International must be advised in writing of the purported defect(s) prior to the expiration of the warranty period. The customer must furnish to Basix® International the original fabricator or installer’s name and current address including proof of original purchase, purchase date and location.