

Our Guarantee

Natural Stone

- **Stoneshop will guarantee your natural stone countertop for any manufacturing defect for a period of ten years from date of installation**
 - Limited to indoor residential installations only
 - Limited to the repair or replacement of the defective piece only, subject to the availability of the stone color. If no longer available or cannot be matched, liability is limited to the cash value of the installed piece based on current square foot prices. If we determine that a satisfactory repair cannot be made, this value will be reimbursed in the form of a store credit.
 - Guarantee is valid **ONLY** for stone countertops cared for in accordance with the Care & Cleaning brochure provided
 - Stone that we deem to be unsuitable for your intended use and have stated so in writing are excluded from this warranty as are exotic stones such as Onyx
 - Consult with your sales associate before applying any sealer or color enhancer as this may cause unwanted discoloration or darkening that cannot be corrected. Always test in an inconspicuous area as each natural stone will react differently to different chemicals

Tile

- **Stoneshop will guarantee your tile installation for a period of 10 years from date of installation**
 - Liability is limited to the repair or replacement of the tile, subject to the availability of the product. Stoneshop will not be responsible for matching specific dye lots. Our recommendation is that you keep any excess materials from your original installation
 - Removal of furniture and fixtures is the responsibility of the homeowner.
 - If tile cannot be matched, liability is limited to the cash value of the product and will be reimbursed as a store credit
 - Guarantee is valid **ONLY** for tile cared for in accordance with the Care & Cleaning brochure provided

Manufacturers Warranties

- All specific manufacturer warranties are conveyed to the consumer. Please refer to your products' specific warranty. We make no guarantee above those of the manufacturer and suggest you register as required and retain information about those products

Exclusions

- Shading – Variation in shade and color is inherent in all natural stone products and is not considered a defect. Water lines, surface marks or natural aging, which may include darkening on some colors, loss of shine on edge or surface and chips in high use areas Shading is intentionally fired into many ceramic and porcelain tile products is not considered a defect. Stoneshop makes every effort to properly sort and blend such products.
- Damage caused by items such as flooding, settlement, subfloor issues, fire or acts of nature, which may cause stress cracks, or improper maintenance
- Damage caused by improper maintenance
- Scratching – Some tile, particularly highly polished material will scratch over time. This can be minimized with proper maintenance but cannot be totally avoided
- Trims, Decos, Listellos – These products are made separately from field tile and may vary slightly in color even when sold together. Expect that they will coordinate, not match exactly. Hand painted, glass and other unique pieces will vary from the sample.
- Plumbing, electrical or other trade removals or installations are excluded from this guarantee
- This guarantee is limited to the original purchaser/owner and cannot be transferred

Be assured that you have chosen the proper product for your application by choosing Stoneshop as your supplier and installer.