

# LIMITATIONS OF OUR GUARANTY



Contract Number:

Our company puts our clients satisfaction at the center of its preoccupations. This is why our after-sale services are available to answer to any questions and worries you may have. We commit to repair any installation or fabrication error. However, in certain situations, out of our control, it is possible that our guaranty is non applicable and that the reparations will be at your expense. As to avoid bad surprises, here is an explanation of certain situation where our guaranty is non-applicable.

## **BAD USE OF THE PRODUCT**

An inappropriate use of the product can cause damages, which will lead to reparations at your cost. These causes could be damages due to contact with extreme heat, the exposure of changing meteorological conditions, the contact with chemical products or non-recommended ones, due to repetitive contact with a sharp object, bad maintenance or because of impacts with heavy objects. Please refer to our “How to maintain” for your surface.

## **DEFAULTS VISIBLE A L'INSECTION**

We insist on the importance to properly inspect and to properly choose your stone before buying it. Thus it is not of our responsibility to repair any defaults that were visible during the initial inspection after the installation is completed.

## **DEFAULTS DUE TO A BAD MATERIAL SUPPORT**

It is of your responsibility to make sure that the supports in place during the installation are adequate for the material chosen. Thus any cracks, scratches or detachment of joints due to a bad support will have to be repaired at your cost. Please refer to one of our experts for more details and advices about this subject.

## **DEFAULTS DUE TO WORK DONE AFTER THE INSTALATION**

Some damages may occur during the installation of the sink, electronic appliances or during finishing work such as installing backsplash, paint job, etc. We will not be held responsible for these types of damages.

## **TEMPORARY DEFAULTS OR STAINS**

Stains due to normal use, such as finger prints or metallic traces do not require any reparation work. They can be taken off by following the advices of your representative.

## **INHERENT VARIATIONS OF THE PRODUCT**

Small points or imperfections can be a part of your material. It is important to properly inspect your surface before buying it, because we will not be responsible for those inherent variations that are perfectly normal. It is the same for all type of variations such as the colour, the pattern and the texture.