



1- Year Residential Tile Installation Warranty

Thank you for purchasing tile and its installation from Stone Masters Inc. Stone Masters warrants all residential tile installation labor for a period of 1 years from the date of installation. All premium Laticrete mastic and grout products were used in setting your tile and are covered by the Laticrete warranty.

Natural stone tiles such as granite, marble, travertine, slate and onyx are not man made materials. They are a product of nature and do not have a warranty. As such, they will vary in color, shade, and veining and have pits and other blemishes which are natural characteristic of stone. All natural stone must be inspected and approved prior to installation, as the installation signifies acceptance.

We can not guarantee that the original material will be available for repairs or replacement. If the original product has been discontinued, then a product of equal value will be offered. Stone Masters can not be responsible for matching specific dye lots, shades or colors.

If your tile was not installed correctly Stone Masters Inc. will at its sole discretion, repair, refund or replace it. Removal of all fixtures and or appliances will be the responsibility of the homeowner.

This warranty does not cover damage or failure due to chemical or physical abuse. The tile and grout are not warranted against stains, chips, scratches or impact damage. This warranty does not apply to repairs necessitated by abuse, flooding, improper maintenance, scratching, etching, chipping or cracking due to subfloor movement, structure settling or movement. The warranty does not cover your failure to care for or protect your tile.

We seal every job upon completion. We use and recommend DuPont StoneTech sealer and maintenance products. We recommend that you follow the DuPont StoneTech instructions carefully and consult their website for details. Sealer is not a guarantee against stains. Sealer can improve the material's natural resistance to staining and make it more even more stain resistant, but not stain proof. If you desire added protection against staining you may re-apply additional coats of sealer at your cost and risk.

Neither tile nor Grout are water proof, sealer does not make tile or grout water proof.

This warranty covers defects in installation only. No further warranty is expressed or implied and Stone Masters Inc.'s obligation is limited solely to repair, refund or replace the item in question.

Care and Maintenance

Stone Masters uses DuPont StoneTech brand sealers on its finished projects, periodic re-application of sealers is mandatory to preserve and maintain the integrity of the stone. The correct DuPont Stone Tech product is required for your stone. It must be purchased and applied in accordance with the directions provided with the product.

Transferability

This warranty is not transferable to subsequent owners of your home.

Claim

To make a claim you must present this warranty certificate and original receipt to a Stone Masters Inc. office.

Use and Care of Tile

Most granite never needs to be sealed and is very resistant to water penetration and staining. This is not true for all granite stone types. We recommend sealing granite at least annually, as you can not over seal it. If water penetrates the surface and the stone darkens in color when wet, this is a strong indication that your stone is vulnerable to staining and should be sealed. Using the right sealer is important. We recommend DuPont StoneTech products and you must select the correct product for your particular stone. The brand and product we recommend may change over time as developments in the chemistry continues to improve.

Daily Use and Care

Clean the surface with mild dish soap, rinse with fresh water, then dry with a soft cloth. Do not use cleaners with abrasives in them as it may dull the finish.

To avoid scratching, chipping and cracking, do not drop or drag objects across the surface. This may scratch or chip the surface, so take care not to.

To avoid staining, clean spills as they happen and avoid exposure to acidic substances such as citrus products, tomato based products and wine. See below for annual care.

Additional information about use and care can be found at www.marble-institute.com.

Annual Care

Re-sealing your stone is at least an annual task. If your kitchen counter is used every day by a large family, or even lightly used, but harshly, it may be required more frequently. The water test (if it darkens when wet) is an easy and quick way to tell if you need to reseal your stone surface right away.