

Stone Masters Inc. 12 Year Natural Stone Countertop **Stain Warranty**

 Stone Masters Inc. 12-year stain warranty is unlike most of our competitor’s stain warranty.

1. We do not sub-out to any 3rd party provider which typically ends up with finger pointing. We stand behind the stain removal with our own technicians.
2. We do not cover stones that are unseal-able and at high risk of staining. Any stone choice from an outside supplier is subject to our internal testing before it is deemed eligible for stain warranty coverage. Check and verify before purchasing!
3. Our stain warranty period is 12 years. It is available at $425 for up to 75 SF or $225 up to 25 SF of natural stone.
4. If you do get a food or beverage stain; we will remove the stain, or refund the stone portion of your countertop purchase. Any warranty claim for refund does not include compensation for associated plumbing connections, fixture replacement, sinks, inconvenience, loss of use, removal or replacement of any affected tile backsplash or cabinetry. **The warranty is limited to food and beverage stains and only covers the prorated value of the natural stone countertop. Etching is not covered whatsoever.**

The Stone Masters Stain Warranty covers food and beverage stains. It is not transferrable nor does it cover stains caused by chemicals or heat from oven exhaust fumes onto full height backsplash. Here are some examples of chemical staining agents that are not covered: smoke, soap, nail polish, hair coloring, food coloring, hair spray, hard-water, mineral deposits, paint, varnishes, and oven cleaner. These are just some examples (but not limited to) chemical staining agents. This warranty is limited to food and beverage stains on countertops only.

We offer 3 different sealer/warranty solutions to fit your housekeeping practices and stone selection.

1. Every piece of stone is sealed in our shop once, free of charge. Free sealer applications come with **No Stain Warranty**. A second application at install is $100 regardless of the job size and has **no stain warranty**
2. Our 12-year food and beverage limited warranty for up to 75 SF of stone costs $425 or $225 up to 25 SF. If you have a stain during the warranty period, we will come and remediate it. You must provide access to our technicians during normal business hours. This can take up to 5 in-home visits technician visits. Stain removing poultices take both time and multiple applications to be effective. If we are unable to remediate the stain, Stone Masters will refund the original cost of the stone (Prorated over 12 years). This warranty covers the stone only.

This warranty does not cover routine cleaning. If we come out to remediate a stain and it wipes away, we will charge you for our service call. (Yes, it has happened.)

This warranty covers stains, but does **NOT COVER ETCHING.** Stains and Etching arenot the same. Stains are darker than the color of the stone while etching is lighter. Etching is a caused by a chemical reaction that results in a physical change to the stone itself. Etching is typically caused by acidic substances and primarily affects marbles, limestones and dolomites.

 What is the Difference Between a Stain vs: An Etch?

As a rule of thumb, a stain in natural stone will turn the stone darker while an etch will turn the stone lighter. It is possible to have both at the same time. Only the stain can be removed without mechanical polishing.

Liquids That Cause Stains

A stain is when a contaminant such as coffee, cooking oil, wine, rust and many other contaminants sit on a natural stone long enough that is absorbs into the pores of the stone causing a stain or “darkening” of the affected areas. To repair a stain, there are many types of poultice products to draw out the stain depending on the type of stain it is.

How Etches Occur

An etch occurs when something acidic such as lemons, vinegar, carbonated beverages, and acid based cleaners sit on a natural stone long enough that it starts to corrode or “eat” away at the surface and will give a lighter or dull appearance. If the etch is bad enough, the affected area may even feel rough or not as smooth as the rest of the stone.

Etching is more common in marbles and calcium based stones, but “granite” can etch as well. True granites do not etch, however many stones are sold as granite but geologically are not; so it is important to know exactly what type of stone you do have.

Treating Etches

Polishing powders can repair lighter etches on marbles and calcium based stones, but to repair deeper etches on marble or a “granite” may require the help of a stone professional and mechanical polishing which may leave the sheen different than the surrounding areas.

**Fireplaces and outdoor stone are never covered for stain warranty and not all stones are eligible for stain warranty.**

**Customer Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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