

Residential Lifetime Limited Warranty

IceStone, LLC (“IceStone”) provides this Full Lifetime Limited Warranty of IceStone durable surfaces that fail due to any manufacturing defect when fabricated and installed by an IceStone Certified Fabricator/Installer and when purchased directly from IceStone or an authorized distributor.

This limited warranty applies to material that has been permanently installed in the Owner’s residence. This warranty is limited to the materials costs of repairing the defect to like-new condition or replacing the surface in kind or with the closest variety in stock. This limited warranty does not cover the costs of labor, transportation, freights, tear-out, demolition, disposal, reinstallation, fabrication or associated costs beyond the original cost of materials to repair or replace the product. The option to repair or replace the material is at the sole discretion of IceStone. At its sole option, IceStone reserves the right to provide a refund. Although the product is carefully inspected prior to shipping or delivery from IceStone’s location, it is the responsibility of the Owner or Owner’s Representative to thoroughly inspect and approve the product upon its receipt. Any damage to the product thereafter is the responsibility of the Owner. Fabricators/Installers are required to perform a visual inspection of all materials prior to fabrication and again prior to installation. This limited warranty also does not cover any defects that were visible at the time of fabrication and were not avoided during fabrication.

This limited warranty is transferable only if the original or first owner had initially registered the limited warranty with IceStone according to the Terms and Conditions outlined below. The original or first owner must submit to IceStone in writing or via the “Contact” link at www.IceStoneUSA.com, the name, address and phone number of the new owner within 30 days of transfer of ownership. **In order to activate this limited warranty, the original or first owner must register the product within thirty (30) days of the date of installation, per the instructions below.**

GENERAL TERMS AND CONDITIONS

- A. This limited warranty applies to product that was manufactured, installed and registered after January 1, 2020
- B. This limited warranty applies only to products that have been maintained according to the most recent IceStone Care & Maintenance Guidelines, which can be found at www.icestoneusa.com.
- C. To request service under this limited warranty the Owner must contact the company that sold the product or IceStone directly at (718) 624-4900 within thirty (30) days of noticing the failure of the product.
- D. The Owner must register the product within thirty (30) days of the date of installation in order to activate the limited warranty. To register, the Owner must complete the form available at <https://icestoneusa.com/warranty-registration-2/> or call (718) 624-4900. The Owner must agree to cooperate with IceStone or its authorized agents in the inspection of the product and assist IceStone or its authorized agents in efforts to perform IceStone’s obligations under this limited warranty.

E. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to offer any warranty or promises on behalf of IceStone with respect to IceStone products.

F. This limited warranty does not apply to IceStone surfaces that a fabricator/installer purchases from another fabricator/installer, regardless of whether either fabricator/installer is a Certified Fabricator/Installer.

EXCLUSIONS

1. This limited warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by IceStone in, but not limited to, the most recent IceStone Fabrication Guidelines. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.

2. This limited warranty does not cover any consequential damages claimed to result from the defect.

3. This limited warranty does not cover any residence where the owner is not the occupant. This limited warranty does not cover use for commercial purposes. Commercial use includes, but is not limited to, use in a store, rental properties, office or any other place of business.

4. This limited warranty does not cover products and/or services that have not been paid in full.

5. This limited warranty does not cover products installed as flooring applications or as vertical applications.

6. This limited warranty does not cover products installed in any outdoor applications.

7. The limited warranty does not cover products installed in moving vehicles including but not limited to recreational vehicles (RV's), trailers, aircraft, boats, ships or other watercraft.

8. This limited warranty does not cover improper use or abuse. "Improper use or abuse" includes, but is not limited to: damage from mishandling or misuse; damage from direct exposure to excessive heat, flames, or uneven exposure to weather conditions; physical or chemical abuse and damage from improper care and maintenance including any harsh chemical damage. Please note that abusive treatment to product edging may result in chipping and loss of glass aggregate. This is not considered a product defect and can often be repaired by an IceStone Certified Fabricator at the Owner's cost.

9. This limited warranty does not cover product that has been damaged due to heat lamps, soup wells, radiant heat, shower trays, shower pans, steam showers, steam rooms and saunas. This limited warranty does not cover chips or other excessive impact damage in the product. This limited warranty does not cover scratches. IceStone is a very hard material and scratch resistant, but not scratch proof. Proper care must be exercised including the use of a cutting board.

10. This limited warranty does not cover seam appearance, seam performance, adhesives, caulk or other accessory items. These issues are not considered material defects and are subject to proper care and maintenance by the Owner.

11. This limited warranty does not cover routine maintenance and minor conditions such as stains, acid etching and water spots that are a function of proper care and maintenance as outlined in the most recent IceStone Care and Maintenance Guidelines.

12. This limited warranty does not cover securing mechanical fasteners directly into the material that were not secured in accordance with procedures as outlined by IceStone in, but not limited to, the most recent IceStone Fabrication Guidelines.

13. This limited warranty does not cover any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by IceStone which are not supported in accordance with procedures as outlined by IceStone in, but not limited to, the most recent IceStone Fabrication Guidelines.

14. This limited warranty does not cover any creative use of the material including, but not limited to, bending or curving. This limited warranty does not cover material that has been milled or reduced in thickness. Check the most recent version of IceStone Fabrication Guidelines for acceptable uses.

15. This limited warranty does not cover chips or cracks, or any other damage that is a result of "dry" cutting or polishing or is a result of not following the minimum requirements for edging details as prescribed in the most recent IceStone Fabrication Guidelines.

16. This limited warranty does not cover mitered edges where the joint is not cut correctly.

17. Samples are only representative and are not an exact replication of what will be installed in the Owner's home. This limited warranty does not cover natural variations in color, size, shape and distribution of the pattern of the glass aggregate or the natural variations in concrete tone. These characteristics are inherent and unique aspects of the product and should be expected.

18. This limited warranty does not cover cases in which the Owner does not like the color or finish that she or he selected.

19. This limited warranty does not cover the altering of any factory applied finish. This limited warranty does not cover temporary marks that are common to honed finishes such as metal marks, fingerprints, or other signs of daily living. This limited warranty does not cover "in-shop" applied finishes by a fabricator/installer, including by a Certified Fabricator/Installer.

20. This limited warranty does not cover what is referred to as irregular shape or size of aggregates. IceStone is a product derived from natural and recycled materials and a certain level of irregularities are inherent in the product and do not affect the structural integrity of the material.

IceStone is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural/engineering design, structural movement, and acts of vandalism or accidents.

EXCEPT TO THE EXTENT EXPRESSLY STATED HEREIN OR OTHERWISE REQUIRED BY APPLICABLE LAW, ICESTONE, LLC EXPRESSLY EXCLUDES ALL WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, INCLUDING, WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS.

ICESTONE, LLC SHALL NOT BE RESPONSIBLE IN EITHER CONTRACT OR TORT FOR ANY LOSS OF DIRECT, INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE, OR DELAYS IN INSTALLATION OF OR REPAIRS TO, THE PRODUCTS COVERED BY THIS LIMITED WARRANTY. SOME STATES OR PROVINCES DO NOT ALLOW EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE OR PROVINCE.

GENERAL LIMITATIONS

IceStone's obligations under the Residential Lifetime Limited Warranty is limited solely to the materials cost associated with the repair or replacement of the failed surface product. Such repair or replacement, however, shall not include the performance or cost of any other repairs or modifications that may be necessary to achieve the actual repair or replacement of the failed surface product (such as, for example, any plumbing, electrical, tile, cabinets, flooring, or wall surfacing repairs or modifications, etc.). Such other repairs and modifications shall be the responsibility of the Owner.

In order to obtain service under this limited warranty, the Owner must permit his/her IceStone Certified Fabricator/Installer or IceStone's authorized agents to inspect his/her IceStone surface product at his/her residence. Also, the Owner must reasonably cooperate with his/her Certified Fabricator/Installer and IceStone agents in the efforts to service this limited warranty.

This limited warranty shall be interpreted exclusively under the laws of New York State.

CLAIM PROCESS

To make a claim for the Limited Warranty you must email customerservice@icestoneusa.com and provide the following information:

1. Your name, address and telephone number
2. Warranty Registration number
3. Description of the claim
4. Pictures of the installation