



TOPZSTONE



Warranty Manual

Thank you for trusting our product.
TOPZSTONE, a leader in quality in the surface segment, assures its consumers
25 years of warranty against possible manufacturing defects.

#1 LIMITED INDIVIDUAL WARRANTIES FOR TOPZSTONE QUARTZ SURFACES

Keep your invoice, as the product warranty is valid only with its presentation.

TOPZSTONE will warrant the product owner from possible manufacturing defects for a period of 25 (twenty-five) years from the date of purchase in accordance with TOPZSTONE QUALITY SPECIFICATIONS. The Distributor, Marble expert or Seller is responsible for inspecting the product and ensuring its conformity with TOPZSTONE QUALITY SPECIFICATIONS prior to handling and installing it. The final consumer has the responsibility to inspect and approve the installation. The 25-year warranty applies exclusively to Topzstone Quartz Surfaces sold by a Distributor, Marble expert or Seller who meets the requirements stipulated at the end of this manual under CARE AND MAINTENANCE, delivered free of charge to the final customer.

The 25-year warranty will only apply to products that have been fully paid. The 25-year warranty does not cover defects listed below: (I) color variations due to chemical or physical abuse of the product, excessive heat or cold and/or thermal shock; (II) accidents or negligence, including malpractice in relation to maintenance, service and cleaning of the product according to item 5. CARE AND MAINTENANCE; (III) natural disasters; (IV) defects caused by handling or installation; (V) exposure to open air and/or adverse weather conditions; (VI) improper storage, regardless of whether such defects have been caused by the final customer, Distributor, Marble or Seller; (VII) post-manufacturing changes; (VIII) any problem arising from the exposure of the product to continued use for extended periods of time, including discoloration and the aesthetic characteristics of the product.

TOPZSTONE shall not be liable for damage caused in whole or in part by the conditions of the environment in which the product is manipulated; structural failures of architectural or engineering projects; handling and transportation errors or vandalism.

Countertop fissures after installation: Fissures in the final product are not considered defective material. The main causes for the appearance of fissures are: movement, direct application of heat to the surface (according to item 5. CARE AND MAINTENANCE) and placing excessive weight on the countertop or bumping into the material after its installation.

Shard effect: also not considered a manufacturing defect, but the result of scraping and/or hitting objects at the edge of the product.

The 25-year warranty does not cover any additional or supplementary repairs or modifications that require repair or replacement of TOPZSTONE products, such as modifications and/or repairs to walls, tiles or the like, as well as other modified surfaces. Such repairs and/or modifications will be the final customer's responsibility.

TOPZSTONE may, in its sole discretion, refund the purchase price of the materials only in the cases when the product installed needs to be repaired. Such procedure can only be done if the defective product is within the 25-year warranty period.

In the event of a refund, TOPZSTONE will replace the defective product with another one of similar composition and color, but not necessarily identical.

TOPZSTONE shall not be liable for the costs incurred in connection with such handling, removal and installation, neither for the modifications required for the removal and installation of the product. Any repair or replacement does not extend or renew the 25-year warranty.

Except as provided above, to the extent permitted by law, TOPZSTONE provides no implied (unofficial) or statutory warranty to its products. TOPZSTONE does not provide any implied warranty of to a particular purpose or any implied warranties arising out of or commercial practice.

To the extent permitted by applicable law, TOPZSTONE's sole liability to the beneficial owner of the 25-year limited warranty is the refund, repair or replacement of the defective product to TOPZSTONE's choice.

In no event shall TOPZSTONE be liable for any indirect, incidental or punitive damages, limitlessly including, loss of income or loss of profit derived from the purchase, use or performance of the product; moral damages in any form whatsoever even if TOPZSTONE has been previously advised of the possibility of such damages.

Some countries do not allow the exclusion or limitation of incidental or consequential damages, so the limitation or exclusion above does not apply. If any provision of this limited 25-year limited warranty proves to be invalid, the provisions remain in force.

The provisions and conditions expressed in the 25-year warranty, here, exclude all other warranties, conditions or other expressed or implied terms, which also includes no limitation and no warranty or condition such as quality, appearance for any purpose or care.

#2 HOW TO SUBMIT A COMPLAINT

If you believe that the product has a defect and you want to make a complaint, you must send your complaint info@stone-design.com and provide the following data:

- a) Client's name, identification document number, address, city, zip code, country, telephone and e-mail;
- b) Name of Distributor, Marble expert or Seller;
- c) Proof of date of purchase of the product or transfer if applicable;
- d) Color, finishing and thickness;
- e) Description of the defect for which the claim is made;
- f) Photos of the defect.

If you have any suggestions or compliments or want to communicate with Stone Design Inc., please contact the Customer support by email at info@stone-design.com or send written correspondence to: Stone Design - Warranty Department, 598 Mitchell Road, Glendale Heights, Illinois 60139.

3. CARE AND MAINTENANCE

TOPZSTONE surfaces are reliable and suitable for kitchen countertops, toilets and other décor purposes. They're produced with natural quartz and polyester resin; these surfaces are non-porous. They are harder than natural granite, highly stain resistant, crack resistant and easy to clean.

TOPZSTONE surfaces do not need to be sealed, as opposed to natural stone surfaces. In most cases, only neutral detergent is needed to maintain its brightness. For daily cleaning, use warm water and a cloth with a small amount of neutral detergent without abrasives and chlorine.

STAIN CLEANING

For situations of stains caused by liquids, food or other products that have remained in contact with the quartz surface for a period of up to 24 hours, here follows the list with the types of dirt and the removal solution proposal for each:

Type of Dirt	Removal Solution Proposal	Commercial Products
Coffee	Water	Do not use
Toothpaste	Water	Do not use
Coke	Water	Do not use
Ketchup	Water	Do not use
Milk	Water	Do not use
Mayonnaise	Water	Do not use
Pepper sauce	Acid detergent	Quartz Intensive Cleaner (Akemi)
Soy sauce	Neutral detergent	Crystal Clean Neutral Detergent (Akemi)
Tomato Sauce	Acid detergent	Quartz Intensive Cleaner (Akemi)
Mustard	Multipurpose alcohol based cleaning product	Quartz Intensive Cleaner (Akemi)
Soy oil	Neutral detergent	Crystal Clean Neutral Detergent (Akemi)
Lubricant	Neutral detergent	Crystal Clean Neutral Detergent (Akemi)
Silicone	Silicone Remover (using a spatula and/or sponge)	Quartz Intensive Cleaner (Akemi)
Iodine	Cleaning detergent for synthetic stones	Quartz Intensive Cleaner (Akemi)
Concentrated HCl Solution	Water	Do not use
Concentrated NaOH Solution	Water	Do not use
Bovine blood	Water	Do not use
Stamping ink	-	Do not use
Ballpoint pen ink	-	Do not use
Vinegar	Water	Do not use
Red wine	Cleaning detergent for synthetic stones	Quartz Intensive Cleaner (Akemi)

CUTS OR SCRATCHES

Quartz is one of the hardest minerals in nature. TOPZSTONE surfaces are not easily scratched. However, excessive pressure may decrease the brightness. A cutting board is recommended for handling food.

THERMAL BEHAVIOR

A sudden change in temperature on quartz surface can damage it. Therefore, hot objects should not be placed directly on the surface. Use a shield under the heated object.

EXPOSURE TO SUNLIGHT

Prolonged exposure to direct sunlight (UV rays) may result in a slight discoloration of TOPZSTONE surfaces.

4. GENERAL CARE

- ~ Do not use water repellents, sealants, polishes or similar products;
- ~ Do not re-polish the surface;
- ~ Do not place heavy objects on the surface that are not applicable on benches;
- ~ Do not use mops that can scratch the surface, only use a cleaning sponge;

Examples of products that should not be used as they can cause permanent damage to surfaces: paint strippers, oven cleaning products, pen ink, stamping ink, methylene chloride or dichloromethane; acids for sewage removal, nail varnish solvents with acetone, paint removers, chemicals with high alkalinity and automobile battery fluid.

* Before handling/cutting the material, the protective plastic film should be removed. Note: Using one of these products may lead to loss of product warranty.



Stone Design of Indiana
800-450-9855
2185 North Sherman Drive
Indianapolis, IN 46218

Stone Design, Inc.
800-424-1332
598 Mitchell Road
Glendale Heights, IL 60139

Wisconsin Stone Design
800-669-4963
2025 East Birchwood
Cudahy, WI 53110