

FOREVER
QUARTZ



WARRANTY &
MAINTENANCE

FOREVER QUARTZ™ LIMITED WARRANTY

Texas Counter Fitters (“TCF”) provides this limited warranty to the purchaser of installed FOREVER QUARTZ™ product in the United States, subject to the terms and conditions of this warranty. This warranty commences upon the original installation of the FOREVER QUARTZ™ product and continues for fifteen years from the date of installation or until the product is removed, replaced, altered, or subjected to excluded treatment or use, whichever is earlier. This warranty is transferrable for one year from the date of installation of the FOREVER QUARTZ™ product.

You must register your FOREVER QUARTZ™ product and provide proof of purchase at foreverquartzusa.com to activate this warranty. If your FOREVER QUARTZ™ product is not registered within 6 months after the date of purchase, the product warranty will be limited to 2 years, with proof of purchase.

THE REMEDIES DESCRIBED BELOW ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND TCF'S ENTIRE LIABILITY UNDER THIS WARRANTY. IN NO EVENT WILL TCF BE LIABLE IN TORT OR CONTRACT OR UNDER ANY OTHER LEGAL THEORY FOR ANY DIRECT, INDIRECT, SPECIAL, EXEMPLARY, INCIDENTAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS, BUSINESS INTERRUPTION, OR ANY OTHER LOSS, EVEN IF TCF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply to you.

TCF MAKES NO OTHER WARRANTY, REPRESENTATION, OR GUARANTEE, EXPRESS OR IMPLIED, WITH RESPECT TO THE FOREVER QUARTZ™ PRODUCT, INCLUDING WITHOUT LIMITATION WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT, EXCEPT AS EXPRESSLY STATED HEREIN.

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

What the warranty covers

This warranty covers manufacturing defects in the FOREVER QUARTZ™ product, subject to the terms and conditions of this warranty. This warranty will apply only when the FOREVER QUARTZ™ product has been properly fabricated and installed indoors for residential or commercial use by FOREVER QUARTZ™ approved installers and fabricators.

What the warranty does not cover

This warranty does not apply to FOREVER QUARTZ™ product that has been removed, replaced, or altered after its original installation.

This warranty does not cover damage arising from or relating to any of the following:

- Fabrication and/or installation.
- Improper use or abuse including, without limitation, uneven exposure to direct sunlight, excessive impact, exposure to certain chemicals, and exposure to excessive heat.
- Chips, cracks, or other impact damage.
- Acts of nature.
- Failure to comply with TCF's instructions for care and maintenance, which can be found at foreverquartzusa.com.
- Improper or insufficient support, or movement or shifting of support after installation.
- Alteration of thickness.
- Installation of sinks.
- Alterations to the factory finish.
- Exposure to excessive heat or moisture, such as in a sauna, steam room, or shower.

What the warranty does not cover (continued)

- Stains. FOREVER QUARTZ™ is stain resistant and most stains can be removed. However, it is not completely stainproof.
- Cracks occurring after installation.
- Scratches and abrasions.
- Failure or changes in the appearance of joints and seams.
- FOREVER QUARTZ™ that has been installed outdoors or as flooring or that is exposed to saltwater.

Differences between samples or photographs of any FOREVER QUARTZ™ product and the FOREVER QUARTZ™ product that is purchased and installed are not considered manufacturing defects and are not covered by this warranty. Also excluded are blotches, spots, and variations in pattern density, color, size, shape, and distribution. The purchaser and fabricator/installer must examine the product and report unacceptable variations to TCF prior to fabrication.

This warranty does not cover FOREVER QUARTZ™ products sold by an unauthorized reseller or retailer.

This warranty does not cover products that have not been paid for in full.

What TCF will do if the FOREVER QUARTZ™ product has a defect

In the event that a FOREVER QUARTZ™ product has a defect that is covered by this warranty, TCF will repair the defect, if possible, or replace the defective product if repair is not possible. TCF will not be responsible for damage occurring in the process of replacement, such as damage to tile, backsplashes, or cabinets.

A TCF representative will inspect the product for which warranty coverage is claimed and will determine the cause of any damage.

Warranty Service

To make a claim or obtain service under this warranty, call TCF at (469)779-9999 or submit a claim in writing to Texas Counter Fitters, 909 N. Bowser Road, Richardson, Texas 75081, Attn: Warranty Services. Please include the following information:

1. Your name, address, telephone number, and email address.
2. Description of the product for which the claim is made.
3. Date of purchase or date of installation, whichever is earlier.
4. Name of retailer, installer, or fabricator from whom you purchased the FOREVER QUARTZ™ product.
5. Description of the defect.

ALL WARRANTY CLAIMS MUST BE RECEIVED BY TCF WITHIN 30 DAYS AFTER DISCOVERY OF THE DEFECT OR THE WARRANTY CLAIM WILL BE DEEMED WAIVED.

Thank you for purchasing FOREVER QUARTZ™!

FOREVER QUARTZ™ CLEANING & MAINTENANCE

FOREVER QUARTZ™ is stain resistant and most stains can be removed.

How to clean your FOREVER QUARTZ™:

1. Clean with a soft cloth and a mild soap (like Dawn dish soap) on a regular basis. Make sure the soap doesn't contain any bleach and is nonabrasive.
2. Quartz countertops are stain-resistant but not stain-proof. Liquids should be wiped up as soon as possible. Quartz will resist stains for a short time, but all colored liquids should be wiped immediately.
3. For stubborn or dried-on stains, use a glass or surface cleaner like Windex. Using a sponge that is nonabrasive, spray a generous amount for deep cleaning; leave on for ten minutes, then wipe away.
4. Using a plastic putty knife or a razor blade, scrape away grease, gum, and paint. To remove grease, use a degreasing cleanser designed for Quartz countertops and remove immediately by rinsing with water.
5. Use an oil-based cleanser, such as Goo Gone, to carefully remove ink or permanent markers. After the stain has been removed, immediately rinse with warm water.
6. A mixture of acetone, Ajax, and water can be used to remove heavy, stubborn stains like nail polish. Dilute Ajax for minimal abrasiveness and immediately wipe away.

How to prevent damage to your FOREVER QUARTZ™:

1. For pans, crockpots, and electric skillets, use hot pads or trivets. Quartz can withstand temperatures of up to 300 degrees Fahrenheit, but it is susceptible to temperature changes.
2. Knives should not be used directly on Quartz countertops. Quartz is extremely scratch-resistant, but it can be damaged if it is struck repeatedly with sharp objects. It is advised to use a cutting board.
3. Use highly acidic or alkaline cleaners sparingly, such as nail polish remover, turpentine, oven cleaner, bleach, drain cleaners, dishwasher rinsing agents, and so on. If they are spilled, clean immediately with a mild detergent and rinse.
4. Avoid putting too much pressure or force on your countertops, such as dropping a heavy pot, because this can chip or crack the stone.