
RAPHAEL STONE COLLECTION

LIMITED WARRANTY

Quartz, Engineered Stone & Printed Quartz Surfaces

1. Introduction

Raphael Stone Collection warrants its quartz, engineered stone, printed quartz, and printed engineered stone slab materials to be free from manufacturing defects when used under normal approved indoor conditions, properly fabricated, properly installed, and properly maintained according to Raphael Stone Collection care and maintenance requirements.

This Limited Warranty applies only to products manufactured or distributed by Raphael Stone Collection and is subject to all terms, conditions, exclusions, and limitations stated in this document.

2. Residential Warranty Coverage

For approved residential interior installations, Raphael Stone Collection provides a Limited Lifetime Warranty to the original residential purchaser and property owner, beginning from the date of installation.

This warranty covers defects in the slab material caused by manufacturing, including:

- Manufacturing defects in the material body of the slab.
- Structural defects inherent to the slab.
- Defects that compromise the functional integrity of the surface material.

This warranty applies only while the original purchaser owns and occupies the property where the material was originally installed. This warranty is non-transferable and ends immediately if the property is sold or transferred, or if the material is removed from its original installation location.

3. Printed Quartz / Printed Engineered Stone Coverage

Printed Quartz and Printed Engineered Stone products are covered under the same applicable material warranty as standard quartz and engineered stone products.

The warranty applies to the slab material itself, including eligible manufacturing defects, structural defects, and defects that compromise the functional integrity of the slab material.

Raphael Stone Collection does not warranty or guarantee the printed surface, printed image, decorative print layer, printed design, printed pattern, printed veining, printed color, print alignment, gloss level, fading, surface appearance, print variation, or any other cosmetic feature related to the printed surface.

The printed surface is decorative only. Raphael Stone Collection does not guarantee that the printed surface will match samples, showroom displays, photographs, digital images, marketing materials, or other slabs. Normal variation in print, color, tone, pattern, veining, gloss, or appearance is not considered a defect.

Any issue related to the print itself is excluded from warranty coverage. The underlying slab material remains covered for eligible manufacturing or structural defects, subject to all other warranty terms, conditions, and exclusions.

4. Commercial and Non-Residential Coverage

For commercial, rental, multi-family rental, office, retail, restaurant, hospitality, public-use, or other non-residential installations, Raphael Stone Collection may provide a Limited Warranty of up to ten (10) years from the date of installation, depending on product type, usage, installation conditions, and written approval by Raphael Stone Collection.

Unless otherwise confirmed in writing by Raphael Stone Collection, commercial and non-residential warranty coverage is limited to manufacturing or structural defects in the slab material only.

5. Warranty Registration Requirement

Warranty coverage applies only if the original purchaser registers the product with Raphael Stone Collection within thirty (30) days of purchase or installation, whichever occurs first.

Registration must include:

- Proof of purchase.
- Installation date.
- Fabricator and installer information.
- Property address.
- Product identification, including color name, slab number, lot number, serial number, or other available identifying information.
- Any additional information requested by Raphael Stone Collection.

Failure to register within the required timeframe may result in denial of warranty coverage.

6. Claim Process

To submit a warranty claim, the customer contact the **dealer, fabricator, installer, or place of purchase first**. Then the dealer can submit the claim to Raphael Stone Collection if needed.

The customer must provide:

- Proof of purchase.
- Warranty registration confirmation.
- Photos or videos clearly showing the issue.
- A written description of the problem.
- Fabricator and installer information.
- Any additional documentation requested by Raphael Stone Collection.

Raphael Stone Collection reserves the right to inspect the product, installation, fabrication, job site conditions, and maintenance history before making any warranty decision. All warranty decisions are made at the sole discretion of Raphael Stone Collection.

7. Remedy / Resolution

If Raphael Stone Collection determines that a covered manufacturing defect exists, Raphael Stone Collection may, at its sole discretion:

- Repair the affected material.
- Replace the defective material with a comparable product.
- Provide a credit for the defective material only.

An exact color, print, tone, pattern, veining, gloss, or appearance match is not guaranteed.

This warranty covers material only. Raphael Stone Collection will not pay for or reimburse labor, fabrication, removal, demolition, disposal, reinstallation, transportation, freight, plumbing, electrical work, cabinetry, tile, backsplash, flooring, painting, wall repair, lost time, loss of use, business interruption, or any other related cost.

8. Exclusions and Limitations

This Limited Warranty does not cover any of the following:

Printed Surface and Cosmetic Issues

For Printed Quartz and Printed Engineered Stone products, this warranty does not cover cosmetic or decorative issues related to the printed surface, including but not limited to printed design, printed image, printed pattern, printed veining, printed color, tone or shade variation, print fading, discoloration, print alignment, registration, gloss level, decorative surface appearance, or visual differences from samples, showroom displays, photographs, digital images, marketing materials, or other slabs.

The printed design is decorative in nature and is not guaranteed to be an exact match to any sample, photograph, display, or prior slab. Any variation in the printed surface or decorative appearance is not considered a manufacturing defect.

For non-printed Quartz and non-printed Engineered Stone products, this warranty does not cover cosmetic appearance variations, including color variation, tone or shade variation, veining, pattern movement, texture, gloss level, surface appearance, or visual differences from samples, showroom displays, photographs, digital images, marketing materials, or other slabs.

Outdoor Use

Any outdoor use or outdoor installation of quartz, engineered stone, printed quartz, printed engineered stone, or any quartz-based material is not covered under this warranty.

Quartz material is intended for indoor use only. Raphael Stone Collection does not provide warranty coverage for any quartz material installed or used outdoors, whether the area is covered, uncovered, partially covered, shaded, sealed, protected, or otherwise treated.

Any outdoor use will void the warranty for the affected material.

Direct Sunlight / UV Exposure

This warranty does not cover any material exposed to direct sunlight, direct UV light, or excessive ultraviolet exposure.

Damage, discoloration, fading, yellowing, warping, cracking, resin discoloration, print fading, surface change, or any other issue caused by or related to sunlight or UV exposure is not covered.

Quartz and printed quartz materials must not be installed or used in areas exposed to direct sunlight or direct UV light. UV exposure will void warranty coverage for the affected material.

Surface Alteration / Polishing / Refinishing

The original factory-finished surface of all Raphael Stone Collection materials is final and must not be altered. This applies to Printed Quartz, Printed Engineered Stone, standard quartz, and non-printed engineered stone.

Any polishing, buffing, sanding, refinishing, resurfacing, grinding, honing, chemical treatment, sealing, coating, or alteration to the original factory surface will void the warranty for the affected material.

For Printed Quartz and Printed Engineered Stone, any polishing, sanding, buffing, refinishing, or surface alteration may damage or remove the printed decorative surface. Any such action will void the warranty.

For standard quartz and non-printed engineered stone, any alteration to the factory surface finish will also void the warranty.

Routine cleaning and normal maintenance, when performed according to Raphael Stone Collection care and maintenance instructions, will not void the warranty. Standard fabrication of cut edges is permitted only when performed by a qualified professional fabricator according to accepted industry standards; alteration of the original factory top surface is not permitted.

Fabrication and Installation Issues

This warranty does not cover damage, defects, or failures caused by fabrication or installation, including improper cutting, polishing, edging, drilling, seaming, installation, support, leveling, adhesives, caulking, anchors, brackets, or mechanical fasteners.

Failures due to inadequate support, improper cabinets, substrate movement, foundation movement, structural movement, or installation that does not follow industry standards are not covered.

Fabrication and installation are the responsibility of the fabricator and installer.

Visible Defects Before Fabrication or Installation

All slabs must be inspected before cutting, fabrication, and installation.

Any visible defect, color concern, pattern concern, print concern, blemish, surface issue, or appearance issue must be reported before the material is cut, fabricated, or installed.

Once the slab is cut, fabricated, or installed, Raphael Stone Collection is not responsible for visible issues that could have been identified before fabrication or installation.

Heat Damage and Thermal Shock

Quartz and engineered stone materials are heat resistant, but they are not heat proof.

This warranty does not cover burn marks, scorching, heat discoloration, cracking, seam separation, surface damage, or any other issue caused by heat or thermal shock.

Hot pans, pots, appliances, dishes, heat lamps, grills, air fryers, electric skillets, toaster ovens, slow cookers, or other hot items must never be placed directly on the surface. Trivets, hot pads, or protective barriers must always be used.

Physical Damage

This warranty does not cover damage caused by impact, abuse, misuse, negligence, mishandling, job-site damage, dropping heavy objects, excessive force, accidents, vandalism, or acts of God.

This includes scratches, chips, cracks, breaks, edge damage, surface marks, and damage caused after delivery or installation.

Quartz is scratch resistant, but it is not scratch proof. Cutting boards must be used.

Chemical Damage and Improper Maintenance

This warranty does not cover damage caused by improper cleaning, improper maintenance, harsh chemicals, solvents, abrasive cleaners, bleach, paint removers, degreasers, sealers, coatings, or any cleaning product not approved by Raphael Stone Collection.

Routine cleaning, removal of stains, water spots, residue, or other normal maintenance issues are not covered under this warranty.

Product Variation

Natural and manufactured variations in color, tone, pattern, veining, background, texture, gloss, print, and overall appearance are normal and are not considered defects.

Samples, photos, digital images, showroom displays, and marketing materials are representative only and may not be an exact match to the installed product.

Reduced Thickness / Modified Material

This warranty does not cover any material that has been reduced in thickness, milled, structurally modified, thermally bent, curved, reshaped, or altered from its original manufactured condition.

Flooring and Unapproved Applications

This warranty does not cover material used as flooring or in any application not approved in writing by Raphael Stone Collection.

Unpaid Materials or Services

This warranty does not cover materials or services that have not been paid for in full.

Product Identification Removal

Product labels, slab markings, serial numbers, lot numbers, or identifying information placed on the slab by Raphael Stone Collection must not be removed before inspection or claim review. Removal of product identification may result in denial of warranty coverage.

9. Installation Requirements

To maintain warranty eligibility, the material must be fabricated and installed by a licensed, qualified, and experienced professional fabricator and installer. The installation must follow accepted industry standards and Raphael Stone Collection requirements, including proper support, leveling, seam support, and use only for approved applications.

Failure to follow proper fabrication, handling, storage, or installation standards may void this warranty.

10. Transfer of Ownership

This warranty is valid only for the original purchaser and original property owner. This warranty is non-transferable and ends immediately if:

- The property is sold or transferred.
- The product is removed from the original installation location.
- The product is reinstalled in another location.
- Ownership of the product is transferred to another party.

11. Limitation of Liability

This Limited Warranty is the complete warranty provided by Raphael Stone Collection and replaces all other oral or written warranties, promises, or representations.

No dealer, distributor, salesperson, fabricator, installer, contractor, or other person is authorized to make any warranty, promise, or representation on behalf of Raphael Stone Collection.

To the fullest extent allowed by law, Raphael Stone Collection disclaims all warranties not expressly stated in this document, including implied warranties of merchantability or fitness for a particular purpose.

Raphael Stone Collection shall not be responsible for direct, indirect, incidental, consequential, special, punitive, or exemplary damages, including loss of use, loss of income, business interruption, delay damages, damage to surrounding materials, or additional construction or remodeling costs.

Raphael Stone Collection's total liability shall not exceed the original purchase price of the defective material.

Some states or jurisdictions do not allow limitations or exclusions of certain warranties or damages, so some limitations may not apply. Customers may have additional rights that vary by state or jurisdiction.

12. Customer Acknowledgment

By purchasing, installing, registering, or submitting a claim for Raphael Stone Collection material, the customer acknowledges that they have read, understood, and agreed to the terms, conditions, exclusions, and limitations of this Limited Warranty.

Warranty Registration Information

Complete this section for records and warranty registration.