

Warranty

HanStone® Quartz products come with 10-year Limited Warranty. HanStone® Quartz can only be fabricated and installed by certified Hanstone Fabricators, so you have the assurance of quality product, expert installation, and the backing of our customer service support

Commercial 10-Year Limited Warranty

Hanwha L&C Corporation (hereunder “Hanwha”) warrants to the original purchaser/owner that its product HanStone® Quartz, shall be free from manufacturing defects in material under normal use and service for ten years from date of installation to the original purchaser. Hanwha, at its discretion, will repair or replace product failures only due to manufacturing defects. This 10-Year Limited warranty is non-transferrable and applies to HanStone Quartz product only, for interior, commercial application(s). This warranty is void unless the product has been paid for in full, and the product must be registered on or before 30 days of installation, and the consumer submits the original invoice or sales receipt indicating the date of sale and the name of the products installer.

Under this warranty, Hanwha’s authorized agents must be permitted sufficient time and opportunity to inspect the product(s), evaluate and respond to any claim(s). All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by Hanwha and shall be final and binding upon all parties. The professional fabricator/installer is responsible to inspect the HanStone® Quartz material before fabricating and/or installing the HanStone® Quartz product. It is also the end user’s responsibility to inspect the finished product before permanent installation. This warranty does not cover any defects that were visible at the time of fabrication/installation and were not avoided during fabrication/installation. All parties must agree to comply with the terms and conditions outlined in this warranty. Hanwha will try to obtain the best result, whether we decide to repair or replace your installation. However, exact color match is never guaranteed. This warranty covers replacement of the defective product with another of similar characteristics such as color and thickness etc. If the products have been discontinued, it shall be substituted by the most similar color available at that time. This warranty covers only the replacement of the failed HanStone Quartz products in slab form

This 10-Year Limited Warranty applies to product(s) installed after March 01, 2012.

Exclusions for HanStone® Quartz Commercial 10-year Limited Warranty:

- Failure to comply with Hanwha’s recommended storage, handling, usage, supports, cutouts, and Care & Maintenance guidelines
- Exterior application
- Fabrication or installation error
- Product usage for vanities, flooring, paving application
- Any harm, loss, injury, liability, or any expense, including, not limited to, labor and freight, associated with original installation or repair or replacement.
- Damages caused by accidents, abuse, misuse, exposure to extreme heat, act of nature, job site conditions, or structural movement
- Installed HanStone® Quartz product that is removed from its original place of installation
- Seam appearance or performance adhesives, caulk and/or other accessory items
- Thermoforming: Product failure due to bending or curving is not covered under warranty
- Color variance or minor conditions such as stains or water spots. The honed finishes are not be covered
- Chips, cracks, scratches and blemishes

- Appearance of edge, re-fabrication, or polishing of surface slabs
- Materials or product produced by other manufacturers, whether or not used in association with HanStone® Quartz
- Damage from excessive heat or uneven exposure to weather conditions including UV, physical or chemical abuse
- Without limitation, any indirect, punitive, or consequential damage or loss
- Any warranty or representation made on behalf of Hanwha by a third party without authorization by Hanwha. And this warranty shall no longer be valid in the event of repairs and/or manipulations of the products without due verification by Hanwha.

HanStone® Quartz has important information on the back of each slab. If this information is removed, the warranty cannot be covered.

When choosing a color, please refer to samples only as a general indication of a particular color's design pattern, aesthetics, and hue. Samples are not guaranteed to be an exact replica of HanStone Quartz slabs and may vary from the actual, installed HanStone® Quartz surface. Hanwha assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation because Laws and building safety codes governing the design, engineering and construction of installations are widely.

No other warranties express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, Hanwha is not liable in tort or contract for any loss or direct, incidental, or consequential damages as a result of the use or the inability to use HanStone® Quartz. Hanwha makes no other guarantee, representation, or warranty (express or implied) with respect to its products, except as expressly stated herein. No one other than Hanwha is authorized or permitted to make or provide any promise, representation or warranty with respect to HanStone® Quartz. To obtain service under this warranty, first contact the source from which you purchased HanStone® Quartz.

For more information, please contact Hanwha L&C Corporation #1 Janggyo-Dong Jung-Gu Seoul 100-797 Korea +822 729 2057.

Residential 10-Year Limited Warranty

Hanwha L&C Corporation (hereunder "Hanwha") warrants to the original purchaser/owner that its product HanStone® Quartz, shall be free from manufacturing defects in material under normal use and service for ten years from date of installation. Hanwha, at its discretion, will repair or replace product failures only due to manufacturing defects. This 10-Year Limited warranty is available only to the original owner(s) of a single family residence in which HanStone® Quartz has been originally installed in permanently. This warranty is non-transferrable and applies to HanStone® Quartz product only, for interior, residential application(s). This warranty is void unless the product has been paid for in full, and the product must be registered on or before 30 days of installation, and the consumer submits the original invoice or sales receipt indicating the date of sale and the name of the products installer.

Under this warranty, Hanwha's authorized agents must be permitted sufficient time and opportunity to inspect the product(s), evaluate and respond to any claim(s). All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by Hanwha and shall be final and binding upon all parties.

The professional fabricator/installer is responsible to inspect the HanStone® Quartz material before fabricating and/or installing the HanStone® Quartz product. It is also the end user's responsibility to inspect the finished product before permanent installation. This warranty does

not cover any defects that were visible at the time of fabrication/installation and were not avoided during fabrication/installation. All parties must agree to comply with the terms and conditions outlined in this warranty.

Hanwha will try to obtain the best result, whether we decide to repair or replace your installation. However, exact color match is never guaranteed. This warranty covers replacement of the defective product with another of similar characteristics such as color and thickness etc. If the products have been discontinued, it shall be substituted by the most similar color available at that time. This warranty covers only the replacement of the failed HanStone® Quartz products in slab form

This 10-Year Limited Warranty applies to product(s) installed after March 01, 2012.

Exclusions for HanStone Quartz Residential 10-Year Limited Warranty:

- Failure to comply with Hanwha's recommended storage, handling, usage, supports, cutouts, and Care & Maintenance guidelines
- Exterior application
- Fabrication or installation error
- Product usage for vanities, flooring, paving application
- Damage caused by improper use or abuse includes, but not limited to, damage from accidents, abuse of impact, chemical damage, acts of nature, job-site conditions, architectural and engineering design or structural movement
- Installed HanStone® Quartz product that is removed from the original place of installation
- Seam appearance, seam performance, adhesives, caulk and/or other accessory items
- Thermoforming: Product failure due to bending or curving is not covered under warranty
- Color Variance: HanStone® Quartz is composed of natural quartz, as a result, variance in color, size, shape and particulate distribution is an inherent trait expected of this product.
- Chips and Cracks: Chips may be caused by impact. Cracks may be caused by "dry" cutting, polishing, unevenness or improper edge details. Minimum requirements for fabrication and installation must be followed.
- Scratch: HanStone® Quartz is scratch resistant, but not scratch proof. Cutting boards are highly recommended.
- Blemishes: A certain level of blemishes is an inherent trait expected of this product.
- Minor conditions such as stains or water spots. HanStone Quartz is stain resistant, but not stain proof. To clean tough stains, please visit our care and maintenance section of our website. This warranty does not cover product with honed finishes
- Supplemental repair including, but not limited to, electrical, tile or wall surfaces, backsplashes, cabinetry, freight, and plumbing modifications necessary to repair HanStone® Quartz.
- Product usage for commercial application(s) including, but not limited to, installation in store, office or other places of business.
- Appearance of edge including mitered edges where the joint is not cut correctly, re-fabrication, or polishing of surface slabs.
- Exposure to extreme heat. Trivets must be used for any hot pots, pans, crock pots, and for any heat generated items. Heat resistant pads are highly recommended.
- Product that has been milled or reduced in thickness. And this warranty shall no longer be valid in the event of repairs and /or manipulations of the products without due verification by Hanwha
- Damage from excessive heat or uneven exposure to weather conditions including UV, physical or chemical abuse.

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When choosing a color, please refer to samples only as a general indication of a particular color's design pattern, aesthetics, and hue. Samples are not guaranteed to be an exact replica of HanStone® Quartz slabs and may vary from the actual, installed HanStone® Quartz surface. Hanwha assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation because Laws and building safety codes governing the design, engineering and construction of installations are widely.

No other warranties express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, Hanwha is not liable in tort or contract for any loss or direct, incidental, or consequential damages as a result of the use or the inability to use HanStone® Quartz. Hanwha makes no other guarantee, representation, or warranty (express or implied) with respect to its products, except as expressly stated herein. No one other than Hanwha is authorized or permitted to make or provide any promise, representation or warranty with respect to HanStone® Quartz. To obtain service under this warranty, first contact the source from which you purchased HanStone® Quartz.

For more information, please contact Hanwha L&C Corporation
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