

Custom Countertop Residential 15 Year Limited Warranty

IVO Cabinets & Surfaces (“IVO”) is committed to providing our consumers with quality countertop products and stone solutions. IVO warrants its' stone products to the original homeowner/purchaser to be free from defects in material and workmanship under residential use for 15 year dated from the original purchase date.

WARRANTY PERIOD APPLICABLE TO RESIDENTIAL PURCHASERS: IVO Cabinets & Surfaces, hereafter known as IVO, will warranty your stone countertop for any manufacturing defect during the 15 years after initial installation, except for damage due to chemical or physical misuse, including improper cleaning or lack of cleaning. This warranty is limited to stone **FABRICATED AND INSTALLED** by IVO for indoor residential use only. This warranty is not transferable. Under no circumstances shall this warranty exceed 15 years from the date of installation. This warranty is issued to the original owner of the structure in which the material was installed and expires upon transfer of the ownership of the structure to a third party.

This RESIDENTIAL 15 YEAR LIMITED WARRANTY does NOT include or cover: naturally occurring characteristics of stone materials such as color variation, stains, water lines, surface marks or natural aging, which may include darkening on some colors, loss of shine on edge or surface and chips in high use areas. Nor does it cover damage caused by items out of our control such as settlement, fire or acts of nature, which may cause stress cracks, fissures, or surface pits.

FURTHERMORE, THIS WARRANTY IS INAPPLICABLE:

- In any residence where the owner is not the occupant.
- If materials and/or services that have not been paid for in full.
- If products have been subjected to improper use or abuse including but not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
- In the event of scratches, breaks, chips at edges or other areas caused by impact damage
- For materials used in flooring applications.
- For product installed in any outdoor application.

- In any commercial application. Commercial use includes but is not limited to, use in stores, rental properties, offices or any other place of business.
- To products with “honed” finishes. Honed finishes require more daily maintenance and may not be appropriate for high traffic areas.
- To seam appearance and performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
- If damage has been caused by mishandling, misuse, and damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, or uses of products exposed to outside weather or climate conditions.

IVO Cabinets & Surfaces is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents. IVO Cabinets & Surfaces 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 the inability to use the products covered by this warranty.

THE FOREGOING IS THE COMPLETE WARRANTY FOR IVO CABINETS & SURFACES PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. IVO MAKES NO OTHER WARRANTY, REPRESENTATION OR GUARANTEE, EXPRESS OR IMPLIED, WITH RESPECT TO ITS PRODUCTS, EXCEPT AS EXPRESSLY STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

All decisions regarding this warranty are at the sole discretion of IVO. If it is determined by IVO that the materials failed due to a manufacturing defect, IVO will, at its sole discretion, repair or replace such materials. IVO will strive to obtain the best possible resolution. The decision to repair or replace is at IVO's sole discretion and an exact color match is not guaranteed.

If you need to schedule a service appointment or would like to make a warranty claim, please contact our Customer Service Representatives by email or telephone. All warranty claims must include the model number of the product, copy of the original receipt and a description with the nature of the problem. Please retain a copy of this warranty for your records.

HOMEOWNER NAME

COMPLETION DATE

HOMEOWNER ADDRESS

COUNTERTOP TYPE

PROJECT ADDRESS

COUNTERTOP COLOR

CITY STATE ZIP

COUNTERTOP FINISH

PHONE

EMAIL