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Granite Certified by DuPont™ Warranty Information

Residential Ten-Year Limited Warranty for North America

DuPont warrants to you, the owner of the original installation of Granite Certified by DuPont, that upon the following terms and conditions, DuPont, at its option, will repair or replace, without charge, your installation of Granite Certified by DuPont when installed by a DuPont Authorized Granite Installer, provided that DuPont or its warranty service agent determines that the product has failed due to any defect in conversion or installation during the first ten (10) years from the date of completion of installation of the Granite Certified by DuPont. The warranty does not cover damage caused by physical, chemical or other abuse, normal wear and tear or acts of nature (such as, but not limited to, stains (except for the limited stain warranty set out in section 5 below), scratches or chips).

General Residential Warranty Terms and Conditions

The following contains information applicable to this limited warranty:

This warranty only applies to Granite Certified by DuPont. This warranty does not cover granite provided by other suppliers or if installed by installers who are not certified or authorized by DuPont.

This warranty applies to installations of Granite Certified by DuPont that have been permanently installed in residences for countertop usage and that have not been moved from the original, permanent installation. This warranty does not apply to other installations of granite such as, but not limited to installations in shower walls, boats or recreational vehicles or outdoor uses.

This warranty applies to product purchased and installed after June 1st, 2005, for owner-occupied residences and to product purchased by a tenant in a rental dwelling in the United States and Canada. To obtain service under this limited warranty, you must contact the source from whom you purchased your Granite Certified by DuPont or DuPont at the address shown at the end of this limited warranty. To qualify for repair or replacement, you must provide the original sales receipt or other documentation acceptable to DuPont that demonstrates proof of purchase clearly showing both the date of purchase and the date the installation was performed by a DuPont Authorized Granite Installer. Your proof of purchase must identify your granite as "Granite Certified by DuPont". If you represent to us that your installation is "Granite Certified by DuPont" and upon arrival at the installation site, we determine that your installation is not "Granite Certified by DuPont", you will be liable for and charged the standard warranty service trip charge and no repair or replacement will be performed. You must permit DuPont or DuPont's authorized agents to inspect the installation of the product. You will reasonably cooperate with DuPont in DuPont's efforts to perform its obligations under this warranty. All decisions about defects in the conversion or installation shall be made by DuPont and communicated to you in a timely manner. Whether DuPont performs repair or replacement of your installation, we will seek to obtain the best possible result, but exact color match cannot be guaranteed. Since Granite is created by nature, exact color match to store samples at point of purchase cannot be guaranteed. If after, or during installation, you decide that you do not like the color you selected or the natural color variations and veining of your installation, replacement is not covered by this warranty. This warranty does not cover the natural characteristics of stone, which include but are not limited to, color variations, water lines or surface marks and blemishes.

One (1) Year Stain Warranty: Although natural stone is porous and may therefore result in staining, the DuPont warranty will cover food and beverage related stains occurring only during the first three hundred and sixty-five (365) days following the date of original installation, provided, however, that all other stains, such as, but not limited to silicone, automobile oils, paint and putty oils, will not be covered under the warranty at any time. Please note that should we be required to visit your installation for the purpose of repair or replacement in connection with the repair or replacement related to a stain, and it

is determined that the stain is not a food and beverage originating stain, then it shall not be covered by this warranty and there will be no service performed. In this case, you will be liable for, and be charged, the cost of the standard warranty service trip charge in effect at that time.

This warranty shall be null and void unless the products have been paid for in full.

To qualify for coverage under this warranty, you should maintain the countertop in accordance with the Granite Certified by DuPont Care in Use Guide provided free of charge at the time of installation or upon request by the DuPont Granite Authorized Installer or by DuPont.

This warranty covers seam performance but not the appearance of the seam. Seam failure due to settling or structural issues unrelated to the countertop installation are not covered.

This warranty does not cover use of products for "commercial" uses, uses of products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. "Commercial use" includes, but is not limited to, use in a store, office or other place of business. "Abnormal use or conditions" includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, and damage from ordinary wear and tear or improper care and maintenance. . Improper care of Granite Certified by DuPont may result in staining, scratches or chips. It is recommended that Granite Certified by DuPont is cared for according to the Care in Use Guide and countertop is resealed at least once every year with the DuPont recommended sealer. In addition, this warranty will not cover damage from vandalism, use of improper cleaning solutions or the dropping of heavy objects on the countertop.

DuPont is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents.

DuPont's obligation under this warranty is limited solely to the repair or replacement including necessary labor charges needed to repair or replace the product covered by this warranty. DuPont will repair any area of the installation that is determined by DuPont or its warranty service agent to be defective.

DuPont will pay for the cost of the product, labor involved in the removal and replacement of the original installation of the product only and for plumbing and electrical disconnect and reconnect charges to the extent determined necessary by DuPont or its warranty service agent. You will be responsible for any other costs associated with or arising out of the repair or replacement. Should we elect to replace your Granite installation, your warranty will continue from the original date of installation and not from the date of repair or replacement.

Except as provided in this limited warranty, DuPont shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply to you.

DuPont makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or, in Canada, from province to province.

This is the only warranty made by DuPont for Granite Certified by DuPont. No one other than DuPont is authorized to make or makes any warranty or promise with respect to Granite Certified by DuPont. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty or any statement or representation made by any third party, such as a retailer, shall be binding upon DuPont unless made in writing and signed by an authorized employee of DuPont.

To obtain service under this limited warranty, contact the source from whom you purchased Granite Certified by DuPont. For more information about this warranty, please contact DuPont directly by writing or calling:

DuPont Surfaces, Chestnut Run Plaza, P.O. Box 80721, Wilmington, DE 19880-0721

Phone: 1-800-426-7426, press 0 to initiate claim.

Website: www.granite.dupont.com

This warranty policy effective June 1, 2005.



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Questions? 800-906-7765

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