



GRANITE SHIELD

Granite Shield Warranty Claim

To obtain warranty service

Original owner: The original purchaser must submit a copy of this signed warranty, valid proof of purchase and warranty certificate activation form from the Granite Shield corporate office, Granite Shield website and/or authorized Granite Shield applicator via mail, email or fax to the Granite Shield corporate office once job has been completed. The original purchaser must submit a copy of this signed warranty, valid proof of purchase and warranty certificate activation form from the Granite Shield corporate office, Granite Shield website and/or authorized Granite Shield applicator via mail, email or fax to the Granite Shield corporate office before a warranty can be approved and performed.

Secondary owner: The original purchaser must provide secondary owner with a copy of this signed warranty and valid proof of purchase. Original purchaser must have submitted a copy of this signed warranty, valid proof of purchase and warranty certificate activation form from the Granite Shield corporate office, Granite Shield website and/or authorized Granite Shield applicator via mail, email or fax for transfer of the Granite Shield warranty to be active with the Granite Shield corporate office for secondary owner warranty to be active.

What to do if it is believed there is a warranty

In most cases that the Granite Shield corporate office has experienced from customers believing they have a warranty issue on polished granite it is a cleaning issue and what is called Granite Shield's Shiny Granite Trio will correct the dullness or film from cleaning products on the surface or hardwater deposits. It's usually just as simple as using denatured alcohol, Granite Shield's Silcabright, a white Scotch-Brite pad, Kleen N Shine and a microfiber towel. Denatured alcohol removes soap scum buildup and other films on the surface on polished granite, Silcabright is a hardwater deposit remover and hard to remove films on surface, Kleen N Shine is a multipurpose repellent cleaner that makes surfaces super shiny.

Contact the Granite Shield corporate office via mail, email or fax with a written detailed explanation of if you were present during the seal job the steps of the process the applicator did, what has been sealed and color, what has occurred, cleaning products you have and are currently using and photos showing what you believe is a warranty. As much detail the corporate office can have the better to determine the problem. Include a copy of the Granite Shield warranty card, Granite Shield customer worksheet and valid proof of payment. You must keep original proof of purchase for a valid warranty service.

Granite Shield
Toll Free: 877-477-3254
Fax: 951-344-8264
Email: GraniteShield@Hotmail.com
31566 Railroad Canyon Rd. #714
Canyon Lake, CA 92587

Once warranty is approved, the Granite Shield corporate office will send out the applicator and/or company that did the sealing. If a warranty call is made by a Granite Shield representative and he or she determines it was not warranted because it was not a stain, there is abuse, neglect, misuse, vandalism or lack of proper care and maintenance including recaulking or not having caulk in certain areas such as 90 degree angles and between sink and granite or it is a cleaning issues due to a film on the surface from cleaning products or hardwater deposits there will be **\$150.00 trip charge accessed. Customer's initials:**_____

Warranty does not cover:

1. Defects that occur naturally in natural stone.
2. Abuse, neglect, misuse, vandalism or lack of proper care and maintenance including recaulking or not having caulk in certain areas such as 90 degree angles and between sink and granite.
3. Dissatisfaction with natural characteristics for natural stone including but not limited to color, veining, quartz, mineral deposits, water lines, pits, fissures, loss of gloss or discoloration due to cleaning products such as soap and water, hardwater deposits, mineral oil, waxes, polishes etc., discoloration of stone from not cleaning stone properly to remove oils within a reasonable amount of time. Food particles left on stone.



GRANITE SHIELD

4. Fracture of stone due to temperature change such as near fireplaces, stoves and placing pot and pans directly on to stone.
5. Granite and or marble cleaners, refreshers or revitalizers: Unfortunately due to the increasing popularity of natural stone many over the counter natural stone cleaners and polishers and online natural stone cleaners and polishers are popping up on the market and some are not safe for natural stone and can cause problems. *Caution some over the counter cleaners and polishers that say they are granite and marble cleaners and polishers contain mineral oil, wax and/or silicone and should not be used on granite sealed with Granite Shield.* Mineral oil left on granite (sealed or unsealed) long periods of time can change the color of the granite and discolor. Wax, plastic, acrylic and silicone can yellow, crack, peel or scratch and can leave a thin layer of film on your granite. *Cleaning products that contain such ingredients will void the Granite Shield warranty. Cleaning products that contain silicone, plastic, acrylic, wax and mineral oil or any type of oil is considered abuse to natural stone and improper care and maintenance.* If in areas where you clean your granite (sealed or unsealed) changes color or discolors may indicate it was caused by cleaning products. Baby oil is mineral oil, baby oil shouldn't be used to clean granite or any type of natural stone.
6. Non Granite Shield sealers used to seal by authorized Granite Shield applicator.
7. Use other sealers that are not Granite Shield sealers after sealed by an authorized Granite Shield applicator.
8. Applicator that performed the service but never submitted the required paperwork to the Granite Shield corporate office to register the seal job.
9. Warranty is void if removed from original cabinet, structure or changes made from when originally sealed by your Granite Shield applicator. Broken, cracked or replaced items after originally sealed.
10. Non authorized Granite Shield applicators using non Granite Shield chemicals.
11. Staining from the granite edge between stove and granite edge due to unable to clean it and remove oils or grease should oils or grease splatter from cooking.

For the warranty to be complete

For the warranty to be registered the Granite Shield applicator must provide documentation that is required to the Granite Shield corporate office for the warranty to be registered which includes a signed copy of this warranty. The warranty will not be considered registered and can not be activated until the Granite Shield applicator turns in his/or her required documentation. The customer must complete the warranty registration for the warranty to be activated by fax, email or mail a copy of the Granite Shield warranty card along with a Granite Shield customer worksheet receipt so the warranty will be in effect with the Granite Shield corporate office.

Should a stain be unable to be removed from a granite countertop:

Granite Shield will replace granite countertop should the Granite Shield sealing process fail and a stain is unable to be removed as determined by an authorized Granite Shield inspector provided there was no abuse, neglect, misuse, vandalism or lack of proper care and maintenance. The warranty only covers replacement material. It does not cover labor or workmanship.

We're you present for the seal job?: _____

Do you recall the sealing procedure? If so please briefly explain: _____

What was sealed in your home? _____

What problem or problems are you experiencing? _____

Please let us know what type and color your stone is: _____



GRANITE SHIELD

Please explain how and what type of cleaners, name of cleaners you are using and how often: _____

Have you tried Granite Shield's Shiny Granite Trio cleaners to try and resolve your issue? _____

Have you registered your warranty by filling in Granite Shield's Online Warranty Registration at www.GraniteShieldOnlineWarrantyRegistration.com? _____ If not please do so.

Have you read Granite Shield's warranty information and cleaning instructions either having been provided by your Granite Shield applicator or on Granite Shield's website? _____

Please provide photos and Granite Shield proof of purchase.

Granite Shield Customer's Signature

Date

I have read and agree to the above conditions

Customer's Phone Number

Customer's Email Address

Customer Address

Granite Shield Licensed Authorized Applicator

Date Sealed

Company Name

Company Address

Granite Shield Corporate Office Approval

Date

Please fax all 3 pages to 951-344-8264

Applicators are independent contractors and are not employees of Granite Shield.

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