



## Luxury Granite, Quartz & Marble Warranty Claims and Service Requests

**Please read the following carefully before submitting a warranty claim. You can always reach us by phone or email with any questions.**

### WARRANTY PERIOD

The fabrication, installation and site labour (including site seams and caulking) is warranted for a period of **one year** by LUXURY GRANITE. LUXURY GRANITE **does not** warranty quartz material. Quartz products each have their own manufacturer's warranty.

If you have quartz, you may contact us for guidance on a manufacturer's warranty claim.

If you have surpassed your one year warranty coverage period or the issue is not a warranted item, you may request a service call. Refer to the Urgency matrix for an approximate timeline to expect for service and warranty related inspections.

### NON-WARRANTED ITEMS

The items listed are usually caused by harsh cleaning chemicals, drops, spills, or exposure to excessive heat. Please review your maintenance and care manuals to avoid these issues. Items **not** covered by Luxury Granite's One-Year Warranty include (but are not necessarily limited to):

- Chips
- Stains
- Hazing caused by cleaning products, chemicals, or acid substances.

We will determine the cause of the damage. **If you notice the damage within a week of install, contact us immediately**; we may cover this damage if we can determine it was an install defect.

Note that Luxury Granite only silicons stone to stone (such as a full height backsplash to countertop), and **does not** silicone the top edge of stone backsplash. Luxury Granite **does not** silicone to drywall or other backsplash not installed by our company. We recommend using a paintable caulking for this.

### WARRANTY CLAIMS AND SERVICE CALL PROCESS

Regardless of your coverage, **we start with an email/phone conversation and photos**. We do this to ensure we have a hard copy of requests, allowing us to better serve you. Please take a few photos from 2 to 3 feet away, and some up close, showing the detail of the issue in question.

### PRICING FOR WORK NOT COVERED UNDER WARRANTY

Our call out rate is \$120 plus \$100/hr.

Mileage will be quoted for out-of-town service calls. Luxury Granite will try to pair service work with jobs in the area in order to keep costs low for you.

To avoid unnecessary costs and potentially solve the issue without a service call, please be descriptive in your inquiry and include clear/in-focus photos from multiple angles.



## URGENCY MATRIX

Due to our busy installation and service schedules, we rate the importance of service and warranty related inspections and repairs. This matrix is intended to give an estimate of the timeline to expect for your service call. Below are examples of issues or requests. Your Luxury Granite representative will be able to give you a more accurate timeline for your specific service call.

<b>Urgent</b> Scheduled for next available date	<b>Mid-risk</b> Scheduled within 14 days	<b>Cosmetic</b> Scheduled 14 to 20 days out
Missing pieces	Seam touch-ups	Chips
Pieces requiring adjustment or Missing Faucet Holes	Fissure – Management inspection (repairs require more time)	Other cosmetic inspection and repair
Cracks, breaks, or sink drops		

### Please note the following:

- No charges for repairs will be accepted by Luxury Granite, Quartz and Marble without their written consent.
- Liability for defective work will be confined solely to the repair of defective goods.
- Failure to provide regular maintenance as proscribed in the project maintenance manuals and manufacturers' maintenance literature will void this warranty.
- Any modification to equipment or parts made without the written consent of Luxury Granite, Quartz and Marble Will void this warranty.



## Warranty Claims and Service Call Inquiries

Regardless of your coverage, **we start with an email/phone conversation and photos.** We do this to ensure we have a hard copy of inquiries, allowing us to better serve you. To avoid unnecessary costs and potentially solve the issue without a service call, please be descriptive in your inquiry and include clear/in-focus photos from multiple angles

Name:		Date of install:	
Phone:		Email:	
Address:			

### Please describe your concern below.

Include the date you noticed the issue, where it is in the countertop, what you believe caused it, and any other information you believe to be relevant:

Please attach the following in your email to [sales@luxurygranite.ca](mailto:sales@luxurygranite.ca):

- Take a few photos from 2 to 3 feet away, and some up close, showing the detail of the issue in question and send those with this form.
- Send a photo or copy of your receipt (if possible)