



15 Years Commercial Warranty

The Commercial warranty extension remains in effect for a duration of 15 years, commencing from the date of material installation. Ultra Stones LLC does not offer explicit or implied guarantees, which include, but are not limited to, assurances of marketability, suitability for a specific purpose, or any other suggested conditions arising from our history of transactions or customary trade practices for our products. We do not extend any assurance for materials crafted or provided by other manufacturers. Ultra Stones LLC offers this commercial warranty with specific terms and conditions, which are outlined below.

Under 15 years of the commercial warranty, Ultra Stones LLC's sole obligation and responsibility is to rectify or substitute any items identified as defective within the warranty period. Ultra Stones LLC accepts no responsibility for any additional expenses, losses, or harm stemming from the use of our products. In no circumstance shall Ultra Stones LLC be held accountable for indirect, punitive, consequential, extraordinary, or comparable damages, which encompass, though are not confined to, the loss of earnings, interference with business operations, or any other variations of loss.

The original owner is obliged to immediately inform Ultra Stones LLC of any suspected defects as they manifest. Ultra Stones LLC or its authorised representatives must be granted the right to investigate the product and adhere to the necessary warranty procedures. Decisions regarding the existence of manufacturing flaws or any matters affecting this warranty will be made by Ultra Stones LLC and will be considered conclusive and obligatory for all parties involved.

Terms and Conditions

- This warranty exclusively pertains to Ultra Stones LLC surfacing materials that have been permanently affixed in commercial buildings and have remained in their original installation location.

- It's important to note that this warranty is only valid for materials that have been installed in strict accordance with the Commercial guidelines, including instructions for transportation, storage, handling, fabrication, and installation.
- Ultra Stones LLC can't aid with any expenses related to labour incurred during the installation of the replacement product.
- If any damage occurs during the fabrication or installation process, the responsibility for addressing it lies with the fabricator/installer.

Regarding Laws and Building Safety Codes:

1. Laws and building safety codes related to the design, engineering, and construction of installations can vary significantly.

Ultra Stones LLC holds no responsibility or obligations in terms of:

1. Selecting products for installation.
 2. The design, engineering, and construction of that installation.
- As a part of the warranty claim process, we kindly ask our customers to actively engage in the verification procedure within 5 effective business days. . This involves taking photos and conducting detailed inspections. Your cooperation is greatly appreciated.
 - Once the structure's ownership is transferred to a third party, the warranty initially given to the original owner at the time of installation no longer applies.

What falls outside the scope of the Commercial warranty?

- The warranty does not include coverage for any harm resulting from the use of chemicals.

- The warranty will not apply in cases where the material is employed creatively, such as when it is heated and moulded into different shapes.
- Warranty protection does not apply to cases in which mechanical fasteners are directly affixed to the material.
- The warranty does not cover any harm resulting from mishandling, misuse, excessive heat, or exposure to harsh weather conditions, whether it's due to physical impact, or if the product is used outdoors in varying climate conditions.
- Warranty protection does not apply to flooring applications.
- Finishes that have been altered or those with smooth appearance are not eligible.
- Routine maintenance products are not included in the warranty.
- The warranty doesn't apply to defects that arise from the fabricator's end during storage.

Warranty Claim Process

We're here to make sure your experience with Ultra Stones LLC remains exceptional, even in the rare event that you encounter an issue with our products.

To initiate a warranty claim, please follow these simple steps:

1. Get in Touch

Feel free to reach out to us through either of these contact methods:

Phone: Give us a call

631-873-4747

(or)

631-873-4748

During our business hours.

OR

Email: You can also send us an email at info@ultrastones.com any time.

2. Provide Your Details

When you contact us, kindly provide us with your registered name and confirm the invoice related to your purchase. This step ensures that we can quickly locate your purchase information and proceed with your warranty claim.

3. Discuss Your Concern

Our friendly and dedicated team will be ready to listen and assist you with any issues you're facing. We'll guide you through the process and make it as hassle-free as possible.

At Ultra Stones LLC, we genuinely value your satisfaction and are committed to resolving any warranty-related concerns immediately. Please note our business hours for reference:

Business Hours:

Monday – Friday: 8:00 am to 5:00 pm

Saturday: 9:00 am to 1:00 pm

We appreciate your trust in our Commercial products, and we're here to stand by the quality. Don't hesitate to reach out if you have any questions or require assistance regarding your warranty claim.

Thank you for choosing Ultra Stones LLC. Your satisfaction is our top priority.