



**ULTRA  
STONES**  
LUXURY SURFACES

### **Kaolin Porcelain Slabs**

12 Years Residential and Commercial Warranty

### **Kaolin Porcelain Tiles**

1 Year Residential and Commercial Warranty

The Residential and Commercial warranty extension remains in effect for a **duration of 12 years, commencing from the date of material installation**. Ultra Stones LLC offers this residential warranty with specific terms and conditions, which are outlined below. It's important to note that this limited residential warranty is unique to the individual who registers their residential information in accordance with the instructions provided and cannot be transferred to another person.

**Ultra Stones LLC exclusively handles the Residential and Commercial warranty only for its materials.** No other individuals or entities, including representatives, dealers, salespeople, distributors, or fabricators, are authorized to make commitments or represent Ultra Stones LLC when it comes to our products.

If Ultra Stones LLC identifies a manufacturing defect as the cause of any problems with the materials, we will take appropriate action to either repair or replace those materials. Ultra Stones LLC is committed to finding the most suitable solution for your situation.

The decision between repair and replacement will be made following the verification process, but please be aware that achieving an exact color match is not guaranteed.

## Terms and Conditions

- The warranty only covers discolouration of Kaolin porcelain slabs and tiles within the warranty period given by Ultra Stones LLC. It does not cover any additional damages, such as breakage, chipping, or scratching of the porcelain material.
- **Kaolin porcelain slabs come with a 15-year warranty**, whereas porcelain tiles have a one-year warranty.
- This warranty is applicable only for the materials that have been installed following the guidelines and instructions of transportation, storage, handling, fabrication, and installation.
- If any damage occurs during the fabrication or installation process, the responsibility for addressing it lies with the fabricator/installer.
- The warranty is not valid in cases of improper use or care and maintenance, thermal shock from exposure to direct heat, physical, mechanical or chemical abuses, incorrect preparation or maintenance of installation place, and using products under unsuitable conditions, or not in accordance with the technical quality based on which it was designed.
- Please keep in mind that if you find yourself unhappy with the color or surface finish you selected, whether it's during or after installation, this warranty does not cover such a choice or preference change.
- Ultra Stones LLC won't be able to assist with any labor costs that arise when installing the replacement product.
- 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.

## What falls outside the scope of the Residential and Commercial warranty?

- If the material isn't installed or taken care of properly as per the guidelines.
- Issues caused by too much moisture, high alkalinity, or water pressure.
- Variations in color compared to what you saw in samples or pictures
- Discoloration due to overexposure to sunlight or heat sources.
- Normal wear and tears like surface scratches, chips, changes in appearance, texture, or shine.
- Dents and damage caused by heavy impacts or mishandling of the products during installation or use.
- Damage caused by abrasive cleaning materials or products.
- Breakage or any other damage caused during fabrication or installment.
- Problems caused by materials that react with issues like dye, mold, spills, burns, gouges, from accidents, or using abrasive pads while buffing.
- Defects that occurred after the delivery of the material will not be covered.
- Warranty protection does not apply to flooring applications.
- It does not cover products used in outdoor applications.
- 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.
- Chemical-related damage is not covered.
- The usage of the material in unusual manners, such as when it is thermally bent or curved.
- The warranty will not apply if the material's thickness has been decreased.
- The use of mechanical fasteners directly on the material.

## 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 on  
**631-873-4747** or  
**631-873-4748**  
During our business hours.

You can also email us at  
**Email: [info@ultrastones.com](mailto: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.**

