

WARRANTY



Granite Depot is committed to providing high-quality stone countertops and exceptional installation services to our valued customers. We stand behind the quality of our workmanship and materials, and we offer the following warranty for all stone countertops that we install:

1. One-Year Limited Warranty

The Granite Depot, at its discretion, will repair or replace your granite/quartz/marble/dolomite/soapstone etc. countertops free of charge, provided that it is determined that the product has failed due to any defect in fabrication or installation within one year from the date of installation. Please note that this warranty excludes damage caused by physical, chemical or other abuse, normal wear and tear, acts of nature, scratches or chips.

2. Five-Year Limited Warranty for Seams

We provide a five-year warranty for the seam we make during installation. If there is any defect or damage caused by our workmanship or materials within five years of installation, we will repair the seam free of charge.

Please note that this warranty does not cover any damage caused by improper use, accidents, or natural disasters. It also does not cover any damage caused by modifications made by anyone other than Granite Depot.

3. Ten-Year Limited Warranty for Undermount Sinks

We provide a ten-year warranty for undermount sinks that we supply and install. If there is any defect or damage caused by our workmanship or materials within five years of installation, we will repair or replace the sink free of charge. We do not offer this warranty for cast iron sinks that we supply and install.

Please note that this warranty does not cover any damage caused by improper use, accidents, or natural disasters. It also does not cover any damage caused by modifications made by anyone other than Granite Depot.

The Granite Depot hereby provides a warranty to the original owner of the granite/quartz/marble/dolomite/soapstone etc. countertops, installed by our company. This warranty is subject to the following terms and conditions.

- This warranty applies exclusively to installations of granite/ quartz/ marble/ dolomite/ soapstone etc. countertops that have been permanently installed in residential residences for countertop usage and that have not been moved from the original, permanent installation. This warranty does not apply to any other installation of granite/ quartz/ marble/ dolomite/ soapstone etc.
- To obtain service under this warranty, you must contact The Granite Depot at 317-600-3119. You must permit The Granite Depot agent to inspect the installation of the product. You will reasonably cooperate with The Granite Depot in its efforts to perform its obligations under this warranty. All decisions about defects in the fabrication or installation shall be made by The Granite Depot and communicated to you in a timely manner. Whether The Granite Depot performs repair or replacement of your installation, we will seek to obtain the best possible result. Since granite/ marble/ dolomite/ soapstone etc. is created by nature, exact color match to the originally installed granite/ marble/ dolomite/ soapstone etc. cannot be guaranteed.
- If during or after installation you decide that you do not approve of the material you selected or the natural color variations and veining of your installation, replacement is not covered under this warranty. This warranty does not cover the natural characteristics of stone, which include, but are not limited to, color variations, water lines, fissures, surface pits, and blemishes.
- A courtesy two-year sealer is applied to Granite Depot countertops at the time of installation. A ten-year sealer is sold at an extra cost. It is recommended that the customer applies or has applied certified sealer every twelve months thereafter. If customer has questions regarding which sealer to choose or wishes for Granite Depot to apply the sealer, they may contact us at 317-600-3119. Natural stone is porous and may result in staining. Food or liquid stains, damage caused by chemicals or physical use or abuse are expressly excluded from this warranty.
- In the event of improper application of sealer by Granite Depot during installation, such as missing a spot when sealing or leaving streaks, or if the sealer dries out earlier than two/ten years, we will reapply the two/ten-year sealer for free (according to the initial type of sealer applied). It is important to note that this warranty only applies to sealer application by Granite Depot and does not cover any issues resulting from the customer's own sealer application or lack thereof.
- This warranty does not cover use of products for "commercial" uses, uses of products exposed to outside weather and climate conditions, or abuse in any way. "Commercial" use includes, but is not limited to, use in a store, office, or other place of business. In addition, this warranty will not cover damage from vandalism, use of improper cleaning solutions, or damage from the dropping of heavy object on the countertop.
- Except as provided in this limited warranty, Granite Depot shall not be liable in either tort or contract from 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. The Granite Depot makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein.