



SYMPHONY

BY AUREA STONE

WARRANTY
SYMPHONY STONE



WARRANTY

Symphony Stone by Aurea Stone products have stringent quality standards and quality controls to offer an excellent product. Together with Phi Technology, Symphony Stone offers unique marble effect quartz designs with the best high-quality performance.

TERMS AND CONDITIONS:

This warranty applies only to Symphony Stone engineered quartz products. Symphony Stone is exclusively suitable for interior residential applications.

Validity of the warranty:

25-year Residential Limited Warranty. Symphony Stone guarantees that our material will be free from manufacturing defects during the indicated period.

To activate this policy, it is compulsory to register the product here, maximum 6 months after the purchase. The original receipt could be required anytime by Symphony Stone. In the case of acquisition of a new house, Symphony Stone honors the real estate purchase contract as the original receipt. You are responsible for entering the correct details in the registration form. Those are: contact details, where Symphony Stone is installed and product information. In case any information is not correct, your Symphony Stone product may not be properly covered.

This warranty is personal and not-transferrable to the natural person that registers his/her personal information according to the instructions given in the registration form.

In order to obtain assistance during the validity of the warranty, you must contact the commercial establishment where the product was purchased or alternatively, you may contact Symphony Stone directly.

In order to assess any product claim, the policyholder agrees to allow any professional authorized by Symphony Stone to enter wherever the product is installed to examine the product and take pictures of the material and installation.

The purchaser and/or the fabricator/installer are responsible to inspect each slab for color, pattern and defects. Material with visible manufacturing defects must not be used. Samples are small select cuts from a slab; they do not exhibit all the characteristics of a design and therefore are not fully representative of what will be installed.



The warranty covers only manufacturing defects found to adversely affect the installation of Symphony Stone in residential applications. Symphony Stone has the right to repair or replace any material it deems defective, at its sole discretion.

This warranty is only applicable to the product that has been used and maintained by following the care and maintenance recommendations, as prescribed herein by Symphony Stone. [Click here.](#)

This warranty is only applicable to Symphony Stone surfaces that have been permanently installed indoor and have not been moved from the original installation.

Symphony Stone is not a seamless product; seams are visible. Where there are seams, the product pattern and shade can change.

The Lifetime Stain Warranty

EXCLUSIONS:

1. Those products that have not been completely paid are excluded from the warranty.
2. This warranty does not cover installed products in the exterior.
3. Symphony Stone is not responsible for shipping the material to the destination, nor, in the case, for the cost of transporting any replacement material to the destination.
4. Because Symphony Stone does not have control over, including but not limited to, handling, templating, fabrication, manipulation, cutting, polishing or installation, any incidental and consequential damage arising from these activities are not covered. These items are understood and agreed to be the responsibility of the independent fabricator/installer involved in each project. Symphony Stone highly recommends to carefully read the Architects & Designers Manual and/or the Fabrication & Installation Guide before manipulating Symphony Stone's products.
5. This warranty does not cover any fabrication or installation cost, nor the incidental costs incurred by other trades, including but not limited to plaster work, plumbing, electrical or structural work, etc.
6. This warranty does not cover installed products with manufactured defects that were, or should have been, known or visible to installers at the time of installation, including, without any limitation, possible differences of color or tone. Symphony Stone is made with pure natural quartz. Variation in the natural stone color pattern, size, shape and shade are inherent and unique characteristics to be expected with this product.

7. This warranty does not cover any incorrect use. Damage caused by exposition, in use or otherwise, to abrasive or strong alkaline or acid or free radicals or oxidizers or the like (whether high, neutral or low pH) products is not covered, neither damages caused by exposure to excessive heat, weather or ultraviolet light or by an inappropriate Care & Maintenance.

8. This warranty does not cover stains caused by exposition, in use or otherwise, to substances over pH13.

9. Use of the product in floors or other areas intended for the transit of persons or machinery is expressly excluded.

10. Use of the product in walls as decorative element, wet areas, fireplace or similar is expressly excluded.

11. Use of the product in commercial applications is expressly excluded.

No other entity but Symphony Stone is authorized to offer any warranty agreement related to Symphony Stone's products.

This document has been updated March 2022. It prevails over any other Symphony Stone previous warranty document and it shall come into effect on the date of its publication.