



# WARRANTY

TCE Trading (Canada) Inc. provides a **30-year** limited warranty from the original date of installation for all TCE Stone quartz products against material failures due to manufacturing defect.

### TERMS AND CONDITIONS

- A. This warranty applies solely to TCE Stone Quartz products (hereinafter, "the Product(s)") purchased from TCE Stone or its Authorized Distributor and installed in accordance with current published procedures by a TCE Stone Certified Fabricator.
- B. This warranty applies solely to the repair or replacement, at the discretion of TCE Stone, of the failed Product(s) that has(have) been permanently installed in the interior of a residential or commercial building and has(have) not been removed from its(their) original installation.
- C. This warranty is available solely to the original owner of a single family residence where the Product(s) has(have) been originally installed, the "first" owner purchasing such a residence, or the owner of the original installation in a commercial building.
- D. This warranty applies solely to materials that have been maintained according to the Care & Maintenance Guidelines.
- E. TCE Trading (Canada) Inc. shall have no liability for any other loss, expense or damage, as a result of the installation of the Product(s).
- F. To request service under this limited warranty, a client must contact TCE Stone or its Authorized Distributor within 30 days of the failure of the Product(s). Proof of purchase is required along with any claim.

### G. This limited warranty does NOT cover the following:

- a) Defects caused by improper fabrication or installation, misuse or abuse;
  - b) Thermal cracks caused by the use of crock pots, skillets or other hot items placed directly on the Product(s);
  - c) Any indirect damages caused by the defect of the Product(s);
  - d) Product(s) installed as flooring and/or for outdoor use;
  - e) Damages due to heat lamps, soup wells, radiant heat, shower trays, shower pans, steam showers, steam rooms or saunas;
  - f) Scratches;
  - g) Visible defects at the time of fabrication;
  - h) Product(s) that has(have) been milled or reduced in thickness; Or,
  - i) Temporary marks common to honed finishes, such as metal marks, fingerprints, smudges or other temporary marks caused by household use.
- H. All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by TCE Trading (Canada) Inc. and shall be final and binding on all parties.

### CARE & MAINTENANCE GUIDELINES

To clean the quartz surface, use a neutral household cleaner or soap with a damp cloth;  
Clean all spills immediately.

TO MAKE A CLAIM, CONTACT YOUR TCE STONE AUTHORIZED DISTRIBUTOR.  
FOR MORE INFORMATION, PLEASE CONTACT TCE TRADING (CANADA) INC. OR VISIT: [WWW.TCESTONE.COM](http://WWW.TCESTONE.COM).



Please complete the following information and return to TCE Stone:  
Vancouver: 105-2771 Viscount Way, Richmond, BC V6V 2X4, Canada  
Toronto: 2-55 Interchange Way, Vaughan, ON L4K 5C3, Canada

CLIENT NAME:

DISTRIBUTOR/FABRICATOR:

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ADDRESS:

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INSTALLATION DATE:

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