



DISTINCTIVE SURFACES

1917 LAUREL STREET, COLUMBIA, SC 29201
PHONE 803.250.5057

Marble, Travertine, Limestone, Slate, or Softer Stone Authorization

I authorize Distinctive Surfaces to install _____ in my home.

I understand that while the above stone(s) are a beautiful product of nature, they are softer than granite or quartz and that they will scratch and etch over the years, and it is not uncommon to develop a patina. Further, without proper and consistent upkeep, they will stain. None of these are considered to be defects in the material, and **none of these will be covered by a Distinctive Surfaces warranty.**

Distinctive Surfaces recommends honing any of these stones installed in your home so as to reduce to visible evidence of scratching and etching, as it takes away the mirror finish of the polish, so the interruption of the reflection by scratches and etches will not be as obvious. Etching is a chemical reaction to coming in contact with common household foods, such as tomatoes, lemons, wine, coffee, hard water, and some cleaners, as well as other acids and other chemicals. Etching cannot be reversed and again, is not covered under warranty. If my stone is to be honed by Distinctive Surfaces, will be an additional charge on top of the material costs, and it will be listed on the invoice. **I understand that honing will not prevent any of these occurrences from happening, but will only help to make the reactions somewhat less visible.** It is impossible to fully make etching, scratching, etc invisible.

I understand that softer stones and/or honed materials will need to be sealed more often than granite and/or polished materials and that not keeping them properly sealed can result in staining. Alternately, I can opt to use a sealer with an express Warranty on food stains/organic stains, such as DuPont BulletProof, and if purchased, it will be shown as a separate line item on my invoice. The warranty on the organic/food staining is through DuPont, not through Distinctive Surfaces. The warranty is only offered on granite, marble, and quartzites and only covers organic/food stains. DuPont sealer is strongly recommended for kitchens or areas prone to organic staining. Please note that any spills should still be cleaned up immediately (even water) and all tops should be cleaned with a pH neutral cleaner designed for natural stone. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction that may leave a dull mark. Etching is not covered in the warranty. See our Cleaning Instructions for more information.

Soapstone is unique in its composition and care. It is relatively non-porous, but it should be oiled using mineral oil and does not require regular sealing like other stones. When we have installed your soapstone countertops, DS will apply the first application of a very thin layer of mineral oil to the surface of your tops. You should then repeat this process on an as needed basis (meaning whenever discoloration or scratches/chips/"dings" start showing—usually applied again a few days after installation and then about once a month for the first year and less frequently later on). While you do not HAVE TO oil your soapstone, oiling it will speed up the patina process of the stone and gives the stone a darker more consistent look which can enhance beauty of the stone's veining patterns and disguise any scratching or chips, etc that will inevitably occur with use. Soapstone does scratch and "ding" more easily than most stones, but oiling it is the best way to help reduce the visibility of these occurrences. For deeper scratches, buffing it out with a medium grit sandpaper followed with mineral oil application is recommended. These occurrences are not warranted under any circumstances, as this is a property of the soapstone by definition.

I have been given this information, and understand that the material is prone to the above listed items and that these items (or items arising later that are related to them) will not be covered in the warranty of my countertops. I have read, understand and accept the above responsibilities, terms and conditions, and I hereby authorize Distinctive Surfaces to perform the project as described above and in the estimate/invoice.

Customer Signature

Date

Printed Customer Name