



**DISTINCTIVE
SURFACES**
NATURAL STONE DESIGNS
1917 LAUREL STREET
COLUMBIA, SC 29201
803.250.5057

Warranty, After-Install, and Cleaning/Care and Maintenance Instructions

AFTER INSTALL

Tips after Install

After install, we recommend you wait 24 hours before cleaning your stone tops or reconnecting plumbing so all sealer has adequate time to penetrate the stone and the adhesive material around your sink can fully cure. Once you go to clean it, you may see excess sealer on the stone or a film on quartz from the plastic coating. In this case, you will need to clean it using a cloth rag (not paper towels) and stone cleaner. You will need to use some "elbow grease" when cleaning. In some cases, you may need to use denatured alcohol to remove excess sealer on the stone; for quartz, gently scrub with a Scotch-Brite pad or similar. There may also be excess silicone on the stone or quartz. If so, a razor can be gently used to remove the excess.

We have taken every step possible to ensure the structural integrity of the stone prior to and during installation. We recommend that all countertops are covered and protected after installation until all other trades have completed work. Abuse (sitting, standing or any other activity other than "normal daily countertop use") and negligence by other trades, people, or the end user are not covered under the Distinctive Surfaces Warranty. Normal daily countertop use is defined as cooking and cleaning.

CARE AND MAINTENANCE

Cleaning

Your natural stone and quartz should be cleaned with a pH neutral cleaner designed to be used on natural stone. Our favorites include Method's Daily Granite and Better Life's Naturally Stunning Granite and Stone Cleaner, though there are many good cleaners that fit this description on the market. We do not recommend acidic (vinegars), alkaline (such as bleach or ammonia), or abrasive cleaners for use on your counters. We do not recommend soap and water for cleaning either. General or multipurpose cleaners not specifically designed for natural stone are not recommended. These non-recommended cleaners may etch away the polish, discolor the surface, build up over time, scratch the stone, or degrade the sealer.

Stone Care "DO's"

- Use coasters under all glasses, especially if they contain alcohol or citrus juices.
- Use trivets or mats under hot dishes or cookware.
- Dust countertops, islands, vanities and other stone surfaces frequently.
- Blot up spills (even water spills) immediately to minimize permanent damage to the stone.
- Clean surfaces regularly with neutral cleaners designed for stone.
- Be aware that some common toiletries (i.e.- perfume, toothpaste, mouthwash, shampoo ,and soaps) contain acids and/or other ingredients that may damage the stone surface or degrade the sealer.

Stone Care "DON'Ts"

- Use vinegar, bleach, ammonia, other general purpose cleaners, bathroom cleaners, or tub and tile cleaners.
- Use abrasive cleaners such as dry cleansers or soft cleansers.
- Use alkaline cleaners not specifically formulated for stone.
- Leave spills (even water spills) to be cleaned up later.
- Assume a sealer will protect stones from etching.

X _____
Initials

SEALING

Distinctive Surfaces seals natural stone products that it installs with Tenax Proseal, unless the client has either upgraded to a different sealer, such as DuPont Stonetech, or if the stone warrants a different product (i.e. Soapstone or a dark & honed/leathered stone). Please note that sealer helps to protect the stone from staining, but the care and maintenance instructions should still be followed. Stones will need to be resealed periodically. Keep in mind that sealer can deteriorate quickly if the care and maintenance is not followed, though some darker and denser stones may never need it again. We tend to see that the average is a few years before the need to reseal arises. If you start to notice water absorbing (usually this is noticed in the area around your sink first, or in other higher traffic areas) and leaving darkened areas even once it is wiped up, that is a sign that it is likely time to reseal your countertops. It is a simple task that you can do yourself with instructions, which we can supply upon request. Please note that staining/sealer is not covered under our Warranty. See below for more Warranty details.

WARRANTY

Distinctive Surfaces warrants that all custom fabricated granite, marble, Quartz and other stone products ("Products") will be free from defects in workmanship under normal daily countertop use for a period of one (1) year from the date of installation (the "Warranty Period"). During the Warranty Period, Distinctive Surfaces will repair, at its own discretion, products found to be defective. Abuse (including sitting, standing or any other activity other than "normal daily countertop use", such as cooking or cleaning), misuse, improper cleaning, improper care and maintenance, and negligence are not covered under the warranty.

WARRANTY LIMITATIONS

Granite, limestone, marble, travertine and any other natural stones are products of nature, many of which are crystalline in structure. They are inherently subject to variations in color, veining, pitting, fissures, consistency, surface texture, and/or other natural occurrences associated with natural stone, none of which are structural defects. These characteristics enhance the natural beauty of the stone and do not impair the durability of the product.

Quartz, being manmade, is in general fairly consistent, but even within each slab, there are natural variations in color, size, shape, and distribution of the pattern of the natural quartz or the natural variation in the background tone. These are inherent characteristics of the product and are not considered defects in any way.

Natural stones and quartz, while generally durable, still may scratch and are not "bulletproof". Marbles, slates, travertines, limestone, and other softer stones may be more prone to scratching and etching than other stones. Highly acidic substances such as orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks can etch marble, limestone, travertine, and granite. 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.

Staining/sealer is not covered under our Warranty. If you purchase a sealer that offers a Warranty, the Warranty is through the 3rd party, not Distinctive Surfaces. Distinctive Surfaces expressly excludes from this Warranty any of the above listed natural occurrences in its products, as well as any neglect or abuse from another trade or individual that occur after install is complete, including, but not limited to scratches, chips, stains, and other damages.

I have received, read, and understand the above listed Warranty Items.

x _____
Signature

Date

Printed Name