

The Eco-Star 15 year Warranty

Eco-Star is proud to provide a limited 15 year warranty for residential granite countertops Installed by an authorized Eco-Star fabricator. The terms and conditions of this warranty are as follows:

Eco Star warrants to the original installation recipient of Granite certified by Eco-Star, that upon the following terms and conditions for a full 15 years from the date of installation, Eco Star will repair and or at its option replace granite that has failed in its performance as described in this warranty. This warranty does not cover stains caused by chemical, physical, or any other abuse. Eco-Star does not cover granite used in any commercial type installation, or granite damaged by acts of nature.

Warranty Terms and Conditions:

This warranty is limited to stain protection and seam integrity, and will not cover any type of damage caused by an outside force, act of god, vandalism, improper care, architectural design, movement, settling, accidents, and impact from objects, or abnormal weight being placed on the countertop, like standing or kneeling on the countertop.

Granite certified by Eco-Star or an Eco-Star certified fabricator will be covered under this warranty. Eco-Star will not cover any granite provided by other fabricators or installers that use the Eco Star products unless they are certified by Eco-Star to perform the Eco Star process. A list of Eco-Star certified facility's is available on www.EcoStarGranite.com Eco-Star will not warrant Granite countertops that have had simple application of Eco Star Chemicals. Upon the purchase of your countertops that have been Eco-Star certified you must register your warranty through the Eco-Star website at www.EcoStarGranite.com You must enter your final invoice number that clearly shows that the "Eco-Star certified" option was chosen. It is the responsibility of the product recipient to verify Eco-Star appears on your bill as proof of purchase. Eco Star will not warrant any products that have been Eco-Star certified if the installation hasn't been paid in full or if the Eco Star proof of purchase doesn't exist. Verification through the website will insure a proper warranty claims process. If it is found that a false claim has been made by someone representing to have paid for "Eco-Star certified" option when they purchased their countertops, either intentional or by mistake, the customer will be billed for the claims response. If a trip was made to inspect the claim, the customer will be billed for a service charge with a minimum of 85.00 dollars plus any other charges. The service charge rate will be at the discretion of the Eco-Star certified facility.

Eco Star will cover granite Installation under this limited 15 year warranty, only if the installation was permanent and the countertops have not been moved from their original permanent location. Eco-Star is limited to residential non-commercial countertops only.

Eco-Star will attempt to remove any stain that is found to be a result of a food or beverage product being spilled on the surface, when the stain has been removed the eco star process will be repeated on the entire piece of granite affected by the stain. If the stain cannot be removed by the Eco Star certified agent, the granite piece (seam to seam) (seam to end) (end to seam) affected by the stain will be replaced. As described in the initial purchase of your Granite countertops, Granite is a natural non-

manufactured product, made by nature, and the ability to exactly match the color of your granite may not be possible. If you cannot find a suitable color that can be reasonably obtained from one of our regular suppliers, the replacement of your countertop will not be covered. If you don't like the installation of the new granite that was chosen to replace the damaged piece after it is installed a replacement of that piece will not be covered.

Granite is a porous surface and will accept stains. If you have chosen and paid for the "Eco-Star certification process" for your granite and a food or beverage product has stained the surface of your granite, the piece of granite will be covered under the terms and conditions of this limited warranty. If you have paid for the Eco-Star certification process and it is found that some other substance other than a food or beverage product was found to have caused the stain, such as motor oil, household chemicals, non-household chemicals, paint, fingernail polish, cleaning supplies not approved under this warranty, or any other substance not considered a food or beverage, your granite will not be covered under this warranty. If it is found that something other than a food or beverage has created the stain, either by testing or observation from the Eco-Star certified agent, there will be no coverage under this warranty and no service will be performed. You will also be liable for and will be billed for a service charge at a minimum rate of 85.00 dollars plus any additional charges.

In addition to the stain coverage this warranty also covers the integrity of seams. It does not cover the appearance of seams. There will be no coverage for the appearance of a seam.

In order to maintain the qualification status of this warranty, it is mandatory that the Granite only be cleaned by either mild soap and water, which will leave a slight film and will be required to be buffed with a dry towel to remove the streaks caused by the soap, or cleaned by an Eco-Star cleaner or polish. Eco-Star cleaning products are available online or at your Eco-Star certified facility.

Should a warranty claim be filed and approved under these terms and conditions the warranty coverage will remain in effect from the time of original purchase. There is no other agreement verbal or written that is approved by Howe Enterprises Inc., or Eco-Star. This is the only warranty in existence for any product sold by Howe Enterprises Inc., or Eco Star, or any Eco-Star certified agent. Eco Star makes no other warranty expressed or implied, with respect to its products, or any Eco-Star products sold by Eco-Star or any certified Eco Star agent. Eco Star or its certified agents will replace any piece of granite, (seam to seam), (seam to end), (end to seam), that is found to be defective under the terms and conditions of this limited warranty. Furthermore, if a warranty claim is approved under these terms and conditions by Eco-Star or one of its agents, the extent of the coverage is as follows: Eco Star will replace the granite found to be defective, and hook and unhook electrical and plumbing. Eco-Star will not cover any other damages caused by the removing and replacing the defective granite. Eco Star will also not be held liable for any damages that relate to the temporary loss of the use of any surface affected.

To obtain warranty service under these terms and conditions, contact Eco-Star or the Eco-Star certified facility you purchased countertops from. www.EcoStarGranite.com

