

# Quartz & Granite COUNTERTOPS

## PARHAM'S ONE YEAR INSTALLATION WARRANTY & RESIDENTIAL QUARTZ LIMITED LIFETIME WARRANTY FOR NORTH DAKOTA and MONTANA

In addition to the LIMITED LIFETIME WARRANTY described below, Parham's LLC (hereunder referred to as "Parham's") also warrants the INSTALLATION of all quartz and granite products for ONE YEAR. This includes such things as caulking, sink attachment, seam appearance, adhesives, etc.

Note that granite, being a quarried product of nature, has no manufacturer, and therefore has no manufacturer's warranty.

### Parham's Limited Lifetime Warranty on All Quartz Products

Parham's warrants to the original purchaser/owner and to the first subsequent owner, that all quartz products fabricated and permanently installed by Parham's will be free from product defects under normal use and service. Parham's, at its sole discretion, will repair or replace any failed quartz product due to manufacturer's defect. **This warranty includes the tear-out cost, templating cost, fabrication cost, and installation cost.** Warranty will not provide for any plumbing and/or electrical costs.

### General Terms and Conditions

Parham's makes no claim to partner with or represent any quartz manufacturer. Parham's does not claim direct or indirect affiliation, nor official authorization to fabricate and/or install any quartz product made by any quartz manufacturer. Parham's customers may potentially not have a warranty directly from any quartz manufacturer. Parham's believes our warranty is superior to the manufacturer's warranties and is exclusively responsible for fulfilling the terms of this warranty.

Under this Limited Lifetime Warranty, the customer must provide original receipt or proof of purchase from Parham's showing that the product was paid in full. If countertops are purchased through one of Parham's many wholesalers, then purchaser/home owner must request a warranty registration form from wholesaler when job is paid in full, if it is not provided. All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by Parham's and shall be final and binding upon all parties.

### Exclusions

- ♦ Exterior applications and/or exposure to UV; and,
- ♦ Flooring and/or shower applications; and,
- ♦ Damage or injury due to improper care and/or abuse, or abnormal use which includes, but is not limited to, acts of nature, physical or chemical damage, scorching, exposure to weather conditions, vandalism, or accidents; and,
- ♦ Quartz product that is moved after original installation by Parham's; and,
- ♦ Quartz products are intended to have a natural and non-uniform appearance, this warranty does not cover blotches, variances in color, shade, particle structure, or gloss level; and,
- ♦ Temporary marks such as, but not limited to, smudges, fingerprints, utensil marks, and metal marks; and,
- ♦ Scratches (quartz products are scratch resistant, but not scratch proof); and,
- ♦ Seam appearance or performance, adhesives, or caulk. Where there are seams, product shade and variation can occur; and,
- ♦ Quartz products are a stone that will not crack or chip unless an external force causes impact, structural settling or movements, extreme heat, or thermal shock. Thermal shock is typically caused from skillets, griddles, or other hot items placed directly on, or very near, the surface. Always place these items on a trivet. Cracks are therefore not warranted; and,
- ♦ Samples are not guaranteed to be an exact replica of actual quartz slabs.

Parham's must be allowed to inspect and evaluate all warranty claims.

This warranty is valid for all quartz countertops manufactured and installed by Parham's in North Dakota or Montana as of 12/1/2015.