



INTERCHANGE BUSINESS PARK
711 Interchange Blvd., Newark, DE 19711
Toll Free: (866) 336-7575 Tel (302) 292-1750 Fax: (302) 292-1798
www.TroyGranite.com

Here's the basics:

You have purchased a natural stone countertop from Troy Granite. Natural stone is susceptible to staining from food, beverages and other commonly used substances. Troy Granite recommends that you seal your countertop regularly to prevent staining; however, you went a step further. You are protecting your investment with **Troy Granite's 20 Year Stain Protection Warranty**.

What do we do?

- We apply a professional grade, water based, penetrating sealer to your stone

What do you do?

- Enjoy your beautiful countertop without worrying about sealing it for up to 20 years.

What's covered?

- Your stone, as long as it was installed by Troy Granite AND paid in full AND the 20 Year Stain Protection Warranty is on your agreement
- Staining from common food and beverages including, but not limited to, orange juice, coffee, vinegar, wine, tomato, mustard, soft drinks, and cooking oils, under normal use.

What's not covered?

- Stone projects that are not paid in full
- Stone projects that do not have the 20 year sealer on the agreement.
- Stains not caused by common food and beverages
- Any other type of damage including, but not limited to, chips, etching, scratches, cracks.
- There's lots of other stuff in the fine print too, you should read it

How long is it covered?

- Stones that are installed in a personal residence indoors— 20 years
- Stones that are installed indoors in a commercial or industrial use property – 8 years
- Any stone that is installed outdoors – 1 year

What do I do if I get a stain?

- Call us: 302-292-1750
- E-mail us: info@troygranite.com
- Send us a letter: 711 Interchange Blvd., Newark, DE 19711

What do you do if I get a stain?

- Send someone out to remove it.
- If we cannot remove it, we will replace the stained section of countertop at no charge to you.
 - o There's more info in the fine print again.

What if I move?

- The warranty transfers to the new owner for the remainder of the warranty period.

Here's the fine print:

Exclusions

This limited warranty covers only resistance to stains caused by common food and beverages including, but not limited to, orange juice, coffee, vinegar, wine, tomato, mustard, soft drinks, and cooking oils, under normal use, and does not cover:

- Variations due to the natural characteristics of stone, including, but not limited to, color variations, veining, water lines and surface marks.
- Stains caused by any substance other than common food and beverages including, but not limited to, silicone, non-cooking oils, acids, inks and dyes, paints and putty oils.
- Gloss or dullness or etching caused by spillage of highly acidic substances.
- Any damage caused by abuse, misuse, chipping, cracking, mishandling, alteration, building settlement or vandalism.
- Any damage caused by events beyond our control, such as fires, tornados or other Acts of God.
 - Any countertop that has been moved from the original location of installation.
 - Damage that results from your failure to maintain the Covered Product in accordance with the Care Manual.

Limitations

TROY GRANITE MAKES NO WARRANTY, REPRESENTATION OR GUARANTEE WITH RESPECT TO YOUR COVERED PRODUCT, EXCEPT THE WARRANTY AS TO STAIN RESISTANCE, AS EXPRESSLY STATED ABOVE. TROY GRANITE WILL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RELATING TO THE COVERED PRODUCT, INCLUDING ANY COSTS OR DAMAGES ARISING FROM LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE

Warranty Coverage

Troy Granite warrants to you that your natural stone countertops that have been treated with our 20 year sealer by Troy Granite associates prior to or at the time of installation of the product (a "Covered Product") will be resistant to stains caused by common food and beverages for the warranty period described below (the "Warranty Period"). Your warranty is subject to the terms, conditions, limitations and exclusions described below.

Warranty Period

The length of your warranty will vary depending on your use of the Covered Product. The Warranty Period for a Countertop Product that is used exclusively for indoor use in a personal residence is 20 years from the date of installation. The Warranty Period will be 8 years from the date of installation if the Covered Countertop Product is installed inside a building that is used, for any period of time, for industrial or commercial uses.

The Warranty Period will be one year from the date of installation if the Covered Product is used outside of an enclosed building. Your warranty is fully transferable to any new owner of the property in which the Covered Product is installed.

Requirements for Making a Claim

You may not assert a claim until you have paid in full for the Covered Product. Your agreement will provide proof of purchase and establish the date of installation. You can make a claim by contacting us by e-mail at info@troygranite.com; phone at 1-866-336-7575; or mail at the following addresses: Troy Granite, 711 Interchange Blvd., Newark, DE 19711. If you are not the original owner of the Covered Product, you must provide proof that the warranty has been transferred to you.

Our Warranty Responsibilities

You must make the Covered Product available to us for our inspection. If requested, you must furnish photographs of the area in question to us. If we conclude that you have a claim that is covered by this warranty (a "Covered Claim"), we will send a field service representative to your facility to attempt to remove the stain through normal cleaning techniques, such as steam or poultice. This may require multiple site visits. You must make the Covered Product available to our field service representative for the cleaning attempts. If the field service representative is unable to remove the stain, we will provide replacement natural stone for the damaged portion of the Covered Product and cover all reasonable labor costs for fabrication and installation to replace the damaged portion of the Covered Product. We will not cover the costs of plumbing, electrical work, or repair or replacement of backsplash product. We will use the same color replacement stone. If the color of your Covered Product is no longer available, you may choose from a supplied list of similarly priced stone. Since natural stone varies in color and texture, we cannot guarantee that replacement stone will be an exact match to either the portion of your Covered Product that is being replaced or the remaining undamaged portions of your Covered Product. Replacement products will be covered only for the remainder of the initial Warranty Period.