

Quartz HD

Quartz HD products by VITL Surfaces have stringent quality standards and quality controls to offer an excellent product. Together with PHi Technology, VITL Quartz HD offers unique marble effect designs with the best high-quality performance.

TERMS AND CONDITIONS:

This warranty applies on to VITL Quartz HD products used in interior applications.

Validity of the warranty:

25-year Limited Warranty. VITL Quartz HD guarantees that our materials will be free from manufacturing defects during the indicated period of the warranty.

Thanks to its beyond-belief technology NEOS, Nano Enhancement of Surfaces, an innovative high-performance stain and substance repellent technology developed for VITL Quartz HD surfaces, we are the only brand to include a Lifetime Stain Warranty.

VITL Quartz HD guarantees that your countertop will resist staining and will be protected from a broad range of chemicals and acid corrosion (between pH1 and pH10).

To activate this policy, it is compulsory to register the product at vitlsurfaces.com a maximum of 6 months after purchase. The original receipt could be required anytime by VITL Quartz HD. In case of product claims, where VITL Quartz HD is installed and product information, in case any information is not correct, your VITL Quartz HD product may not be properly covered.

This warranty is personal and non-transferable to the natural person that registers his/her personal information according to the instructions given in the registration form.

In order to obtain assistance during the validity of this warranty, you must contact the commercial establishment where the product was purchased, or alternatively, you may contact VITL Quartz HD directly.

In order to assess any product claim, the policyholder agrees to allow any professional authorized by VITL Quartz HD to enter wherever the product is installed to examine the product and take pictures of the material and installation. The purchaser and/or the fabricator/installer are responsible to inspect each slab for color, pattern and defects. Material with visible manufacturing defects must not be used. Samples are small select cuts from a slab, they do not exhibit all the characteristics of a design and therefore are not fully representative of what will be installed.

The warranty covers only manufacturing defects found to adversely affect the installation of VITL Quartz HD in residential applications. VITL Quartz HD has the right to repair or replace any material it deems defective, at its sole discretion.

This warranty is only applicable to the product that has been used and maintained by following the care and maintenance recommendations as prescribed herein by VITL Quartz HD.

VITL Quartz HD is not a seamless product; seams are visible. Where there are seams, the product pattern and shade can change.

The Lifetime Stain Warranty

EXCLUSIONS:

1. Those products that have not been completely paid are excluded from the warranty.
2. This warranty does not cover products installed outdoors.
3. In cases where VITL Surfaces opts in its sole discretion to provide replacement material to satisfy valid warranty claims, Valiant Tech will not be responsible for the costs of transporting material to the destination.

4. Because VITL Quartz HD does not have control over, including but not limited to, handling, templating, fabrication, manipulation, cutting, polishing or installation, any incident, and consequential damage arising from these activities are not covered. These items are understood and agreed to be the responsibility of the independent fabricator/installer involved in each project. VITL Quartz HD highly recommends to carefully read the Architect's & Designer's Manual and/or the Fabrication & Installation Guide before manipulating VITL Quartz HD products.
5. This warranty does not cover any fabrication or installation cost, nor the incidental costs incurred by other trades, including but not limited to plaster work, plumbing, electrical or structural work, etc.
6. This warranty does not cover installed products with manufacturing defects that were, or should have been, known or visible to installer at the time of installation, including, without any limitation, possible differences of color or tone. VITL Quartz HD is made with pure natural materials. Variation in the natural stone color pattern, size, shape and shade are inherent and unique characteristics to be expected with this product.
7. This warranty does not cover any incorrect use. Damage caused by exposure, misuse or otherwise, to abrasives or strong alkaline or acid cleaners or oxidizers or the like (whether high, neutral or low pH) products is not covered, neither damages caused by exposure to successive heat, weather or ultraviolet light or by inappropriate Care & Maintenance.
8. This warranty does not cover the risk caused by exposure, in use or otherwise, to substances over pH10.
9. Use of the product in floors or other areas intended for the transit of persons or machinery is expressly excluded.
10. Use of the product in fireplaces or similar is expressly excluded.

No other entity but VITL Quartz HD is authorized to offer any warranty agreement related to VITL Quartz HD's product.

This document has been updated March 2022. It prevails over any other VITL Quartz HD previous warranty documents and is valid from this date of its publication.