

Commercial 10-Year Limited Warranty



Hanwha L&C Corporation (hereunder “Hanwha”) warrants to the original purchaser/owner that its product HanStone Quartz, shall be free from manufacturing defects in material under normal use and service for ten years from date of installation to the original purchaser. Hanwha, at its discretion, will repair or replace product failures only due to manufacturing defects.

This 10-Year Limited warranty is non-transferrable and applies to HanStone Quartz product only, for interior, commercial application(s). This warranty is void unless the product has been paid for

in full, and the product must be registered on or before 30 days of installation, and the consumer submits the original invoice or sales receipt indicating the date of sale and the name of the products installer.

Under this warranty, Hanwha’s authorized agents must be permitted sufficient time and opportunity to inspect the product(s), evaluate and respond to any claim(s). All decisions regarding the existence of manufacturing defects or affecting this warranty shall be made by Hanwha and shall be final and binding upon all parties.

The professional fabricator/installer is responsible to inspect the HanStone Quartz material before fabricating and/or installing the HanStone Quartz product. It is also the end user’s responsibility to inspect the finished product before permanent installation. This warranty does not cover any defects that were visible at the time of fabrication/installation and were not avoided during fabrication/installation. All parties must agree to comply with the terms and conditions outlined in this warranty.

Hanwha will try to obtain the best result, whether we decide to repair or replace your installation. However, exact color match is never guaranteed. This warranty covers replacement of the defective product with another of similar characteristics such as color and thickness etc. If the products have been discontinued, it shall be substituted by the most similar color available at that time. This warranty covers only the replacement of the failed HanStone Quartz products in slab form

This 10-Year Limited Warranty applies to product(s) installed after March 01, 2012.

Exclusions for HanStone Quartz Commercial 10-year Limited Warranty:

- Failure to comply with Hanwha’s recommended storage, handling, usage, supports, cutouts, and Care & Maintenance guidelines
- Exterior application
- Fabrication or installation error
- Product usage for vanities, flooring, paving application
- Any harm, loss, injury, liability, or any expense, including, not limited to, labor and freight, associated with original installation or repair or replacement.
- Damages caused by accidents, abuse, misuse, exposure to extreme heat, act of nature, job site conditions, or structural movement

- Installed HanStone Quartz product that is removed from its original place of installation
- Seam appearance or performance adhesives, caulk and/or other accessory items
- Thermoforming: Product failure due to bending or curving is not covered under warranty
- Color variance or minor conditions such as stains or water spots. The honed finishes are not be covered
- Chips, cracks, scratches and blemishes
- Appearance of edge, re-fabrication, or polishing of surface slabs
- Materials or product produced by other manufacturers, whether or not used in association with HanStone Quartz
- Damage from excessive heat or uneven exposure to weather conditions including UV, physical or chemical abuse
- Without limitation, any indirect, punitive, or consequential damage or loss
- Any warranty or representation made on behalf of Hanwha by a third party without authorization by Hanwha. And this warranty shall no longer be valid in the event of repairs and/ or manipulations of the products without due verification by Hanwha.

HanStone Quartz has important information on the back of each slab. If this information is removed, the warranty cannot be covered.

When choosing a color, please refer to samples only as a general indication of a particular color’s design pattern, aesthetics, and hue. Samples are not guaranteed to be an exact replica of HanStone Quartz slabs and may vary from the actual, installed HanStone Quartz surface.

Hanwha assumes no responsibility or obligations with respect to the selection of product for the installation or the design, engineering and construction of the installation because Laws and building safety codes governing the design, engineering and construction of installations are widely.

No other warranties express or implied, are made, including merchantability or fitness for a particular purpose. Except as provided herein, Hanwha is not liable in tort or contract for any loss or direct, incidental, or consequential damages as a result of the use or the inability to use HanStone Quartz.

Hanwha makes no other guarantee, representation, or warranty (express or implied) with respect to its products, except as expressly stated herein. No one other than Hanwha is authorized or permitted to make or provide any promise, representation or warranty with respect to HanStone Quartz.

To obtain service under this warranty, first contact the source from which you purchased HanStone Quartz.

For more information, please contact:

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