

Lucent Quartz® COMMERCIAL LIMITED WARRANTY

June 01, 2026

Lucent Quartz® of 40 West Beaver Creek Road, Richmond Hill, ON, warrants from the original date of installation that Lucent Quartz® surfacing materials will be free from manufacturing defects, provided that such materials have been fabricated and installed by a Lucent Quartz®- authorized fabricator. This warranty is limited to the repair or replacement of Lucent Quartz® surfacing materials determined by Lucent Quartz® to have failed as a result of manufacturing defect. The option to repair or replace the material is at the sole discretion of Lucent Quartz®. To request service under this warranty you must contact the company that sold you the Lucent Quartz® surfacing materials within thirty (30) days of discovering the alleged defects of such materials.

This warranty applies ONLY to Lucent Quartz® materials that have been paid in full.

This Commercial Limited Warranty is available only to the original owner of the commercial property in which Lucent Quartz® surfacing materials have been originally installed.

Terms and Conditions

1. This warranty applies only to Lucent Quartz® surfacing materials and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party, except Lucent Quartz®.
2. This warranty applies only to Lucent Quartz® surfacing materials permanently installed in the interior of the commercial space and which have not been moved from their original installation. If, during or after installation, you decide you do not like the color, pattern, or finish you selected, that decision is not covered under this warranty, as aesthetic preferences are not manufacturing defects.
3. When requesting service under this warranty, you must provide proof of purchase, including a copy of your original receipt or invoice showing the name of the owner and the authorized dealer. Proof may also be requested to show the name of the product color/design.
4. You must agree to cooperate with Lucent Quartz® or its authorized agents in inspecting the material and assist us in efforts to perform our obligations under this warranty, including allowing photographs of the material and installation if required.
5. In the event that Lucent Quartz® surfacing materials fail due to a manufacturing defect, Lucent Quartz® will, at its sole discretion, repair or replace such materials. Lucent

Quartz® will seek the best possible result; however, an exact color or pattern match is not guaranteed due to inherent variations in quartz products.

6. All decisions regarding this warranty are at the sole discretion of **Lucent Quartz®**. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of **Lucent Quartz®** with respect to **Lucent Quartz®** surfacing materials.
7. This warranty does not apply to **Lucent Quartz®** used in or for fireplace surrounds or other applications exposed to direct heat sources. **Lucent Quartz®** does not recommend the use of quartz surfacing materials near direct heat sources, including wood burning or gas fireplaces, as specified in the **Lucent Quartz®** Care and Maintenance Guide.
8. This warranty does not cover stains or other conditions resulting from failure to follow the recommended care and maintenance procedures. Service calls relating to removable stains, water spots, or other routine maintenance issues may be charged to the requester where no manufacturing defect is identified.

Exclusions:

This warranty does NOT cover:

1. Products installed in an outdoor application, or improper or unauthorized uses, including flooring, bending, curving, or other creative applications not approved by **Lucent Quartz®**.
2. Improper use or abuse, including but not limited to damage resulting from mishandling, excessive heat, thermal shock, physical or chemical abuse, environmental exposure, or improper care and maintenance.
3. Labour, transportation, removal, fabrication, installation, reinstallation, disposal, or other costs associated with the removal or replacement of defective material.
4. Chips, cracks, scratches, gouges, or other damage caused by impact, abrasion, misuse, or other physical damage.
5. Damage resulting from failure to follow the recommended care and maintenance procedures. **Lucent Quartz®** is highly scratch-resistant but is not scratch-proof. Appropriate cutting boards, trivets, and hot pads must be used.
6. Routine maintenance, including but not limited to the removal of stains, water spots, residue, or other conditions that can be addressed through the procedures specified in the **Lucent Quartz®** Care & Maintenance Guidelines.
7. Failures or damage resulting from fabrication or installation that does not comply with **Lucent Quartz®**'s prescribed fabrication and installation procedures. Fabrication and installation workmanship are the sole responsibility of the fabricator and/or installer.
8. Any defects that were visible at the time of fabrication or installation and were not identified, reported, or avoided by the fabricator or installer. Fabricators are required to conduct a visual inspection of all materials before fabrication and again before installation.

9. Seam appearance or seam performance, adhesives, caulking, or other accessory materials. Seam separation or cracking may result from movement or shifting of cabinets, substrates, structures, foundations, thermal shock, or other installation or site conditions and are not considered manufacturing defects.
10. Fabrication defects, installation defects, workmanship, cabinetry movement, substrate movement, inadequate support, transportation damage, impact damage, heat damage, chemical damage, staining resulting from improper maintenance, scratches, normal wear and tear, or other damage or conditions not caused by a manufacturing defect in the **Lucent** Quartz® material