

Lucent Quartz® - Residential Lifetime Warranty

June 01, 2026

Lucent Quartz® of 40 West Beaver Creek Road, Richmond Hill, Ontario, warrants to the original owner of an owner-occupied single-family residence that Lucent Quartz® surfacing materials will be free from manufacturing defects, provided that the materials have been fabricated and installed by a Lucent Quartz®-authorized fabricator.

This Residential Lifetime Limited Warranty applies only to Lucent Quartz® surfacing materials that have been permanently installed in the interior of an eligible residence and have been paid for in full.

In the event that Lucent Quartz® determines that the material has failed as a result of a manufacturing defect covered by this warranty, Lucent Quartz® will, at its sole discretion, repair or replace the affected material. Lucent Quartz® will make reasonable efforts to achieve the best possible result; however, an exact match to the original colour, pattern, finish, or material cannot be guaranteed due to inherent variations between slabs, production lots, and replacement materials.

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 defect.

This Residential Lifetime Limited Warranty is available only to the **original owner and occupant of a single-family residence** in which the Lucent Quartz® surfacing materials were originally installed. This warranty is not transferable to subsequent owners.

Terms and Conditions

1. This warranty applies only to Lucent Quartz® surfacing materials. It does not apply to any other products, including quartz or other surfacing products manufactured or supplied by any other party.
2. This warranty applies only to Lucent Quartz® surfacing materials permanently installed in the interior of an owner-occupied single-family residence and that have not been removed or relocated from their original installation. If, during or after installation, you decide that you do not like the colour, pattern, appearance, or finish selected, this is not covered under the warranty, as aesthetic preferences and expectations are not manufacturing defects.

3. This warranty applies only to an owner-occupied single-family residence. Properties that are not occupied by the original owner, including rental properties, investment properties, commercial properties, and other non-owner-occupied residences, are not covered under this Residential Lifetime Limited Warranty. This warranty applies only to **Lucent Quartz®** materials and related products or services that have been paid for in full.
4. When requesting service under this warranty, you must provide proof of purchase, including a copy of the original receipt, invoice, or other documentation showing the name of the original owner and, where applicable, the **Lucent Quartz®** product colour or design.
5. You must cooperate with **Lucent Quartz®** or its authorized agents in inspecting the material and installation and assist **Lucent Quartz®** in its efforts to determine whether the alleged defect is covered under this warranty. This may include providing photographs, videos, purchase documentation, fabrication and installation information, and reasonable access to the installed material for inspection. Any inspection of the installation by **Lucent Quartz®** is solely for the purpose of determining whether the alleged condition constitutes a manufacturing defect and shall not constitute an assumption of responsibility for fabrication or installation workmanship.
6. If **Lucent Quartz®** determines that the material has failed due to a manufacturing defect covered by this warranty, **Lucent Quartz®** will, at its sole discretion, repair or replace the affected material only, labour NOT included. **Lucent Quartz®** will seek to obtain the best possible result; however, an exact match to the original colour, pattern, finish, or material is not guaranteed. Replacement material may differ from the originally installed material due to changes in production, manufacturing batches, natural or manufactured variation, and product availability.
7. All decisions regarding the applicability of this warranty and the appropriate remedy are at the sole discretion of **Lucent Quartz®**. No representative, dealer, salesperson, distributor, fabricator, installer, or other person is authorized to make any warranty, representation, or promise on behalf of **Lucent Quartz®** that differs from the terms of this warranty.
8. 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. Refer to the **Lucent Quartz®** Care & Maintenance Guide for recommended use and care practices.
9. This warranty does not cover stains, water spots, residue, or other conditions resulting from improper care or failure to follow the recommended care and maintenance procedures. Service calls relating to removable stains, water spots, residue, or other routine maintenance issues for which no manufacturing defect is identified may be subject to a service fee payable by the person requesting the service.

Exclusions:

This Residential Lifetime Limited Warranty does NOT cover:

1. **Outdoor or Unauthorized Applications**

Products installed in outdoor applications or used for improper or unauthorized purposes, including flooring, bending, curving, or other applications not approved by **Lucent Quartz®**.

2. Improper Use or Abuse

Damage resulting from improper use, abuse, mishandling, excessive heat, thermal shock, physical or chemical abuse, environmental exposure, accidents, or improper care and maintenance.

3. Labour and Related Costs

Labour, transportation, removal, fabrication, installation, reinstallation, disposal, or other costs associated with the removal or replacement of defective material.

4. Impact Damage

Chips, cracks, gouges, or other damage caused by impact, excessive force, misuse, mishandling, or other physical damage.

5. Scratches and Abrasion

Scratches, scuffs, abrasions, or other surface damage. **Lucent** Quartz® is highly scratch-resistant but is not scratch-proof. Proper care must be exercised, including the use of appropriate cutting boards and other protective measures as outlined in the **Lucent** Quartz® Care & Maintenance Guide.

6. Routine Maintenance

Routine maintenance, including but not limited to the removal of stains, water spots, residue, fingerprints, metal marks, and other conditions that can be addressed through the procedures specified in the **Lucent** Quartz® Care & Maintenance Guide.

7. Fabrication and Installation Workmanship

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. Visible Defects Prior to Installation

Any defects, characteristics, or conditions that were visible or reasonably observable prior to or during fabrication or installation and that were not identified, reported, or avoided by the fabricator or installer. Fabricators are required to visually inspect all material before fabrication and again before installation.

9. Seams and Related Materials

Seam appearance or performance, adhesives, caulking, or other accessory materials. Seam separation, cracking, or movement 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 in the **Lucent** Quartz® material.

10. Chemical Damage

Damages caused by chemicals, corrosive substances, harsh cleaners, solvents, or other substances that are not recommended for use on **Lucent** Quartz® surfacing materials.

11. Altered or Reduced Material

Material that has been milled, reduced in thickness, altered, modified, or otherwise changed from its original manufactured condition.

12. Ancillary Products and Appliances

Damage caused by appliances or other products brought into contact with **Lucent** Quartz® products, or damage resulting from the installation of ancillary products such as sinks, sink brackets, cabinets, water bars, cooktops, dishwashers, plumbing fixtures, or other related products.

13. Damage to Other Products or Property

Lucent Quartz® is not responsible for damage, costs, or expenses associated with appliances, cabinetry,

plumbing, electrical components, flooring, tile, walls, or other products or property resulting from the installation, modification, repair, removal, or replacement of **Lucent Quartz®** surfacing materials.

14. Mechanical Fasteners

Damage resulting from securing mechanical fasteners directly into the **Lucent Quartz®** material.

15. Improper Cutting or Polishing

Chips, cracks, or other damage resulting from dry cutting, dry polishing, improper cutting, improper polishing, or fabrication methods that do not comply with **Lucent Quartz®**'s prescribed fabrication procedures.

16. Improper Edge Details

Chips, cracks, or other damage resulting from failure to comply with **Lucent Quartz®**'s minimum requirements for edge details.

17. Mitered Edges

Cracks, separation, or other failures associated with mitered edges where the joint has not been properly fabricated, supported, or installed.

18. Insufficient Reinforcement or Support

Cracks or other damage resulting from inadequate reinforcement of inside corners, insufficient support, improper substrate conditions, inadequate cabinetry support, or other installation-related conditions.

19. Alteration of Factory Finish

Any alteration, modification, or removal of a factory-applied finish. Any issue arising from in-shop honing, polishing, or other alteration of the factory finish is the sole responsibility of the fabricator.

20. Honed, Leathered, and Other Non-Polished Finishes

Temporary or routine marks that are characteristic of honed, leathered, or other non-polished finishes, including fingerprints, metal marks, smudges, water marks, and other signs of normal daily use. Finishes other than polished may be more susceptible to showing everyday marks and spills and may require more frequent cleaning.

21. Additional Modifications to the Property

Additional modifications or costs, including plumbing, electrical, tile, cabinetry, flooring, drywall, painting, or other work that may be necessary to access, repair, remove, or replace **Lucent Quartz®** surfacing materials.

22. Natural and Manufactured Variation

Natural or inherent variation in colour, size, shape, pattern, distribution of pattern, veining, background tone, texture, or other visual characteristics of the product.

Colour samples, photographs, displays, digital images, and samples provided to consumers, dealers, and fabricators are representative only and are not guaranteed to be an exact replication of the material ultimately installed.

23. Minor Spots and Blemishes

Small irregular spots, specks, inclusions, blemishes, or other visual characteristics relative to the matrix or overall appearance of the colour. A certain level of variation may be inherent in the manufacturing process and does not necessarily affect the structural integrity or performance of the material.

24. Acts Beyond **Lucent Quartz®'s Control**

Damage, loss, or failure caused in whole or in part by acts of God, natural disasters, fire, flood, environmental conditions, job-site conditions, accidents, vandalism, architectural or engineering design, structural movement, settlement, movement of foundations or buildings, or other circumstances beyond the reasonable control of **Lucent Quartz®**.

25. Normal Wear and Tear

Normal wear and tear, ageing, or other conditions that do not result from a manufacturing defect in the **Lucent Quartz®** material.

26. Non-Manufacturing Defects

Any failure, damage, defect, or condition resulting from fabrication, installation, transportation, handling, cabinetry movement, substrate movement, inadequate support, impact, heat, chemicals, staining, improper maintenance, modification, alteration, or any other cause that is not a manufacturing defect in the **Lucent Quartz®** material.

Important Warranty Limitations

This warranty is limited to the repair or replacement of **Lucent Quartz®** surfacing material determined by **Lucent Quartz®** to have failed due to a manufacturing defect covered by this warranty. Labour NOT included.

Lucent Quartz® does not warrant that the repaired or replaced material will be identical in colour, pattern, finish, or appearance to the originally installed material.

The remedy provided under this warranty is limited to the remedies expressly stated herein. All other costs and expenses associated with a warranty claim, including labour, transportation, removal, fabrication, installation, reinstallation, disposal, and modifications to surrounding property or products, are excluded to the extent permitted by applicable law.

This warranty gives the original owner specific legal rights. The owner may also have other rights that vary depending on the applicable jurisdiction.

For warranty service, please contact the company from which you purchased your **Lucent Quartz® surfacing materials.**