



Lifetime Limited Residential Warranty

This Limited Warranty (the “Warranty”) applies to OmniaQuartz engineered quartz surfaces (“the Product”) when used in indoor residential applications. It is valid only for the original purchaser, is non-transferable, and applies only if the Product has been paid for in full.

Warranty Registration

To activate this Warranty, the original purchaser must register the Product online at www.OmniaQuartz.com/contact within 90 days of installation and retain proof of purchase and installation (e.g., invoice and installation date) for any future claims. **Failure to register within this timeframe will void the Warranty.**

Warranty Coverage

OmniaQuartz warrants that the Product will be free from manufacturing defects for the lifetime of the original owner provided the Product has been properly fabricated, installed, and maintained in accordance with OmniaQuartz’s published care and maintenance guidelines. This Warranty applies only to materials permanently installed in a residential interior setting.

Exclusions from Warranty Coverage

This Warranty does not cover the following:

Improper or Prohibited Use

- **Outdoor applications** (e.g. exterior cladding, outdoor flooring, or countertops exposed to sun, rain, or snow).
- **Indoor non-countertop uses** (e.g. flooring, fireplace surrounds, mantels, hearths, or wall claddings).

Damage from Misuse or Improper Care

- Mishandling, improper maintenance, or impact.
- Direct exposure to heat — whether from extremely high temperatures or moderate heat sustained over a prolonged period.
- Excessive weight or force applied to the surface.

- Harsh chemical exposure or use of abrasive cleaners or tools (which may damage the surface finish particularly special finishes such as Honed, Brushed, and Soft Touch).
- Chips caused by scraping or striking the surface or its edges.
- Cracks after installation due to movement, impact, heat, or lack of support.

Workmanship and Fabrication Issues

- Defects visible before fabrication but not avoided during processing.
- Alterations such as milling, heating to bend, or reducing the material's thickness.
- Changes to the original surface finish (e.g., from polished to honed).
- Improper mitered edges, seam placement, joined cuts, or failure to fabricate a minimum 3/8" radius on inner corners.
- Removal or alteration of the slab identification or batch information.

Aesthetic Characteristics

- Changes in appearance due to age, lighting, or component variation over time.
- Natural variations in color, gloss, particle structure, tone, or pattern.
- Minor differences between display samples and installed surfaces.
- Dissatisfaction with aesthetic aspects (e.g., color, pattern, edging, or finish) after installation.
 - **Samples are for reference only** and may not precisely match the installed product. For questions about appearance or design expectations, please contact OmniaQuartz or an authorized distributor before purchase.

Surface Wear and Maintenance

- Scratches or damage caused by improper cutting (cutting boards must always be used). Product is scratch resistant but not scratch proof.
- Surface stains or watermarks caused by hard water deposits or other residues. Product is stain-resistant, but not stain-proof.
 - Water alone does not stain quartz; however, if spills containing minerals or other substances are not cleaned promptly, they can leave visible marks. To prevent this, spills and standing water should be wiped away promptly with a soft, dry cloth as part of routine maintenance.
- Special finishes, such as Honed, Brushed, may be more susceptible to marks, scuffs, metal transfer, fingerprints, and other visible signs of daily use. While most of these marks can typically be removed with specialty cleaning products, some lasting marks may remain. These characteristics are inherent to this type of finish and do not affect the structural integrity of the material. This Warranty does not cover such irremovable marks.

Other Limitations

- Labour or costs related to removal, reinstallation, fabrication, or associated work (e.g., plumbing, electrical, tiling, cabinetry).
- Seam performance, adhesives, caulking, or accessories.
- Failures due to inadequate structural support (e.g., unsupported overhangs).

- Cosmetic wear of non-essential features not affecting performance.
- Damage from prolonged or intensive use, including but not limited to discoloration or degradation in performance or appearance.
- Residences where the owner is not the owner-occupant (e.g. rental, timeshare, etc.).

Exclusion of Implied Warranties

To the extent permitted by law, OmniaQuartz expressly disclaims all other warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. No other warranties, representations, or promises made by any distributor, fabricator, or installer shall be binding on OmniaQuartz.

Limitation of Liability

Under no circumstances shall OmniaQuartz be liable for any indirect, incidental, consequential, special, or punitive damages, including, but not limited to, loss of use, loss of profits, or any other economic loss, arising out of the use or inability to use the Product. OmniaQuartz is also not responsible for any damage or injury caused, in whole or in part, by acts of nature, job site conditions, architectural or engineering design, structural movement, vandalism, or accidents.

Inspection and Claims Process

If the Product is found to have a manufacturing defect during the Warranty period, OmniaQuartz will, at its sole discretion, repair or replace the defective portion of the Product. The replacement will be of the same or substantially similar style and color, subject to availability. If the original product is no longer available, OmniaQuartz reserves the right to offer a comparable substitute.

To initiate a claim, the original purchaser must contact OmniaQuartz or the authorized fabricator, providing proof of purchase, installation date, and clear photos of the issue. OmniaQuartz or its authorized representative must be granted reasonable access to inspect the Product to determine Warranty coverage..

All decisions regarding Warranty claims are at the sole discretion of OmniaQuartz and are final and binding.

Notes about this Warranty

This Warranty represents the complete and exclusive warranty for OmniaQuartz products and supersedes all prior warranties, agreements, or representations — whether oral or written — except as expressly stated herein.

OmniaQuartz disclaims all other warranties not expressly included in this document — including, to the extent permitted by applicable law, any implied warranties of merchantability or fitness for a particular purpose. Some jurisdictions do not allow the exclusion of implied warranties, so the above limitation may not apply to you.

Registration and Claims

Warranty Registrations:

To register your product online within our database, please provide the following information to www.OmniaQuartz.com/Contact:

- Project Name
- Customer Name
- Project Location & Address
- Daytime Phone Number
- Completed Installation Date (MM/DD/YYYY)
- Colour and Product Code
- Thickness of Product (20mm or 30mm)
- Application Used (Example: Kitchen Countertop, Kitchen Backsplash, Vanity Countertop, etc.)
- Project Details (New Home Construction, Renovation)
- Fabricator Details (Business Name and Phone Number, Contact Name, Address & Postal Code, Batch Numbers Used)

In order to benefit from the Warranty, it must be registered within 90 days of installation.

Make a Claim:

To submit a warranty claim, please contact your point of sales or visit our website at www.OmniaQuartz.com/Contact and provide the following information:

- Your full name, address, and phone number
- Location where the OmniaQuartz product was purchased and the purchase amount
- A copy of your proof of purchase and receipt
- Installation address of the OmniaQuartz product
- Date of installation
- Name of the installer and the company that performed the installation
- OmniaQuartz product name and code
- A detailed description of the defect and when you first noticed it, along with clear before-and-after photos of the issue

Once we receive your claim, a representative will contact you to discuss the next steps.