



25 YEARS

LUXCORE SURFACES INC.

EMBRACE ASSURANCE WITH OUR EXTENSIVE COVERAGE

We go beyond excellence to provide you with the assurance that your surface will remain **secure, resilient, and eternally beautiful.**



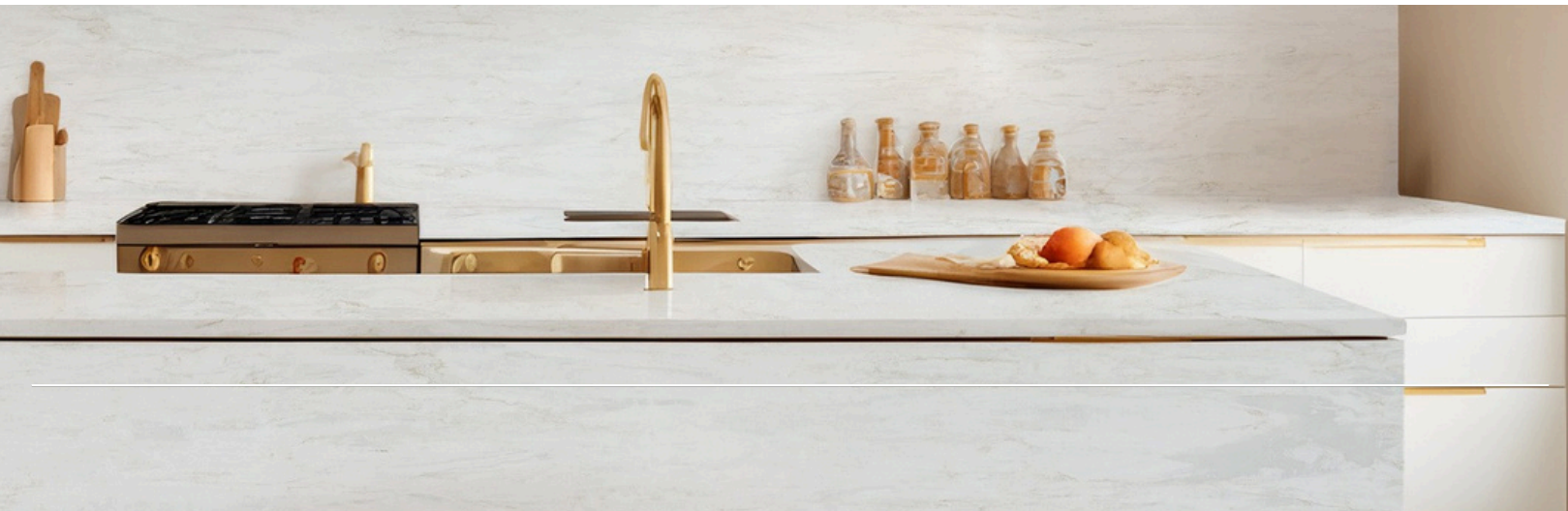
LuxCore 25 Years Warranty Document

LuxCore Surfaces Inc. warrants its XCore Mineral Surfaces™ slabs (“XCore”) to be free of manufacturing defects from the date of installation for a period of twenty five (25) years.

This warranty is limited to the original purchaser of the installation and is non-transferable.

All decisions regarding this warranty are at the sole discretion of LuxCore Surfaces Inc. No representative, dealer, salesperson, distributor, fabricator, or other person is authorized to make any warranty or promises on behalf of LuxCore Surfaces Inc. with respect to XCore.

If it is determined by LuxCore Surfaces Inc. that XCore failed due to a manufacturing defect, LuxCore Surfaces Inc. will, at its sole discretion, repair or replace such materials, and an exact color match is not guaranteed.



Terms & Conditions

- This warranty applies only to XCore Mineral Surfaces™ that has been permanently installed for interior use and has not been moved from its original installation.
- This warranty applies only to materials that have been maintained according to the LuxCore Surfaces Inc. Care and Use Guidelines. To request service under this warranty, you must contact us within thirty (30) days of failure. Please also have your proof of purchase available.
- Following installation, you must register your product within thirty (30) days. To activate your warranty, complete the form attached to this warranty and return it to:
LuxCore Surfaces Inc.
112 N 700 W, Building 4B, Bay 1
Ogden, UT 84404
- Product installed in any outdoor application.
- Improper use or abuse including but not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
- Chips at edges or other areas caused by impact damage.
- XCore Mineral Surfaces™ is scratch resistant but not scratch proof. Proper care must be exercised, including the use of a cutting board as part of your care and maintenance.
- Routine maintenance, including but not limited to minor conditions such as removing stains and water spots by following the techniques specified in the LuxCore Surfaces Inc. Care & Maintenance Guidelines.
- Temporary marks such as metal marks, fingerprints, or other signs of daily living are not covered.
- Failures due to fabricators/installers not following proper fabrication and installation procedures. Improper fabrication and/ or installation is the sole responsibility of the fabricator and/or installer.

What is not covered under this warranty?

- Materials and/or services that have not been paid for in full.
- Product that has been moved from its original installation location.

- Defects that were visible at the time of fabrication and were not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- Seam appearance and performance, adhesives, caulk, or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.
- Chemical damage.
- Creative use of the material such as thermal bending or curving.
- “Honed” finishes or finishes that have been altered.
- Damage caused by dry cutting or dry polishing.
- Material that has been reduced in thickness.
- Securing mechanical fasteners directly into the material.
- Failures due to inadequate support for the installation.
- Transportation, freight, tear out, demolition in any form, disposal and re-installation, fabrication or associated cost beyond the cost of the product.
- Damage caused by the installation of sinks.
- Any other cost incurred including but not limited to painting, plumbing, electrical, tile, cabinets, flooring etc. that may be necessary to modify, remove and or replace in the process rectifying a manufacturing defect covered under this warranty.
- Natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These are the inherent characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.
- Spots or blemishes on mono colors smaller than an 2 cm and on multi colored materials smaller than 2.5 cm diameter. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect XCore’s structural integrity or performance therein.

- Any failures due to inadequate support for the installation. This includes overhangs exceeding the recommendations provided by LuxCore Surfaces Inc. that are inadequately supported.
- XCore Mineral Surfaces™ contain important product information on the back of each slab. Removing this information will void the warranty.
- LuxCore Surfaces Inc. is not responsible for damage or injury caused, in whole or in part, by acts of God, job site conditions, architectural or engineering design, structural movements, acts of vandalism, or accidents.
- LuxCore Surfaces Inc. shall not be responsible, in either contract or tort, for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use, or inability to use, XCore products covered by this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO XCORE AND LUXCORE SURFACES INC. EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

For additional information regarding the care and maintenance of XCore, please visit our website: www.luxcoresurfaces.com

THE FOREGOING IS THE COMPLETE WARRANTY FOR LUXCORE SURFACES AND SUPERSEDES ALL OTHER WARRANTIES.

Distribution Center

LuxCore Surfaces Inc.
112 N 700 W, Building 4B, Bay 1
Ogden, UT 84404
USA

To obtain more information about colors with NSF certificate
please visit the official website: www.nsf.org

