

# Ten-Year Limited Warranty

## Natural Stone Countertops

Charles Luck Stone Center provides a ten-year limited warranty, from the date of installation, on natural stone countertops purchased from Charles Luck's stock inventory. The warranty protects the original owner from all fabrication defects and stone product failure. Special order materials are not covered for product failure, but the warranty extends to fabrication defects. If a countertop exhibits one of these conditions, Charles Luck Stone Center will repair or replace the countertop solely at Charles Luck's discretion, provided that:

- » The installed Charles Luck product has not been removed from the location of initial installation.
- » The countertop shows no evidence that it has been tampered with, misused, altered, improperly cared for (i.e., hot oil stains or etching due to the use of an ammonia-based or acidic product, physically abused (i.e., chipped edges), or damaged due to the settling of the home or building.

Additionally, during the first year of ownership, Charles Luck will provide, at its own expense, the following services for countertops purchased from Charles Luck. After the first year of coverage, a service fee may apply.

- » Re-caulking and re-adjustment of seams, or repair/replacement of cracked tops.
- » Assistance with stain removal (one attempt per stain; we cannot guarantee complete stain removal).
- » Re-attachment of loosened dishwashers. (Dishwashers must be on site during initial countertop installation.)
- » Repair of chips.

### THE LIMITED WARRANTY DOES NOT COVER:

- » Charles Luck Stone Center will not repair a defect if installation is not performed by Charles Luck Stone Center or a Charles Luck authorized service representative.
- » Natural variations found in the stone, including, but not limited to, beauty marks, pitting, filled areas or natural color or veining variations.
- » Staining or scratching.
- » Any product failure for special order materials.
- » Charles Luck is not liable for incidental, special or consequential damages. Some states do not allow the exclusion or limitation of incidental, special or consequential damages, so the above exclusion or limitation may not apply to you.

### YOUR RIGHTS UNDER THE IMPLIED WARRANTIES AND STATE LAW:

This limited warranty is in lieu of all other expressed warranties, obligations or liabilities. Charles Luck Stone Center limits the duration of any warranty implied by state law, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose, to ten years from the date of the original purchase.

### REPAIR OR REPLACEMENT OF YOUR CHARLES LUCK COUNTERTOP:

If your countertop should need repair or replacement as a consequence of defects in fabrication or because of product failure, either call or notify, in writing, Charles Luck Stone Center at the following addresses:

**Maryland/Northern Virginia**  
Northern Region Workshop  
43060 Jackpit Lane  
Ashburn, VA 20147  
866.892.3705

**Virginia**  
Southern Region Workshop  
PO Box 174  
Manakin, VA 23103  
888.242.5825

**North Carolina**  
Raleigh Stone Center  
10920 Star Road  
Wake Forest, NC 27587  
800.315.7227

Charlotte Stone Center  
605 Towne Centre Blvd.  
Pineville, NC 28134  
888-475-5825