



EcoStar Quartz 15-Year White Glove Limited Warranty

Provided by Adobe Walls Stoneworks, an Authorized EcoStar Fabricator

Adobe Walls Stoneworks, as an authorized EcoStar fabricator, provides this limited 15-year warranty on EcoStar Quartz certified countertops installed by Adobe Walls Stoneworks. In this warranty, “you” means the original purchaser and installation recipient.

1. Warranty Coverage

Adobe Walls Stoneworks warrants to you that the workmanship on your EcoStar Quartz countertops will be free from defects for ten (15) years from the original installation date, subject to the terms and conditions of this warranty. Workmanship coverage includes seam integrity, meaning cracking or separation at a seam.

Workmanship defects. Adobe Walls Stoneworks is responsible for workmanship. If a workmanship defect is found, Adobe Walls Stoneworks will address it, to the extent reasonably possible, by repairing or reinstalling the countertops.

Material defects. Defects in the quartz material itself are covered by the stone manufacturer’s warranty, not by this warranty. The manufacturer alone decides whether to approve a material claim. If it approves replacement, Adobe Walls Stoneworks will fabricate and install the replacement material as described in Section 6.

White Glove Service. Adobe Walls Stoneworks will manage the warranty claim on your behalf, including communicating with the stone manufacturer and providing all necessary documentation and information permitted under the manufacturer’s warranty policy.

2. Eligibility

This warranty applies only to:

- Original residential, non-commercial installations performed by Adobe Walls Stoneworks.

- Countertops that remain in their original permanent location and have not been moved, altered, or reinstalled.
- Installations that have been paid in full and registered as described in Section 4.

3. Exclusions

This warranty does not cover:

- Damage caused by external forces, acts of God, vandalism, abuse, or improper care.
- Damage caused by structural or architectural movement or settling.
- Damage caused by impact from heavy objects or by abnormal weight on the countertops, such as standing or kneeling on them.
- Staining or etching caused by harsh chemicals or acidic substances, such as CLR, lemon, lime, acidic or alkaline liquids, vinegar, acetone, tile grout, or permanent markers.

4. Warranty Registration

- You must register your EcoStar Quartz warranty at www.ecostarquartz.com within thirty (30) days of the installation date.
- This warranty is valid only if the installation has been paid in full and you have submitted proof of purchase.
- If you do not register within 30 days of the installation date, this warranty is void.

5. Warranty Claim Process

- Submit warranty claims through www.ecostarquartz.com.
- For food or beverage stains, Adobe Walls Stoneworks will attempt to remove the stain free of charge.
- If the stain cannot be removed, you must file a claim through the stone manufacturer's formal warranty process. Adobe Walls Stoneworks will assist with that claim as part of its White Glove Service.
- The stone manufacturer alone determines the outcome of any claim filed under its warranty.

6. Material Replacement and Installation

- If the manufacturer approves replacement material, Adobe Walls Stoneworks will receive, fabricate, and install the new material according to the original job specifications.
- As part of its White Glove Service, Adobe Walls Stoneworks will remove and dispose of the existing countertops.
- Adobe Walls Stoneworks will disconnect and reconnect electrical and plumbing fixtures as needed to remove and replace the countertops.

7. Care and Cleaning

You must clean and care for your countertops using the stone manufacturer's recommended care and cleaning methods. Damage caused by improper care is not covered (see Section 3).

8. Chips and Repairs

- Chip repair is at the discretion of Adobe Walls Stoneworks.
- Because quartz is an engineered material made of natural quartz, resins, and dyes, repairs may be visible.

9. Transferability

This limited warranty is non-transferable. It applies only to the original purchaser, and only for as long as the original purchaser continues to own the property where the countertops were originally installed.

10. Limitations and Exclusive Warranty

Adobe Walls Stoneworks does not cover any other damage caused by removing and replacing countertops, and is not liable for any damages related to the temporary loss of use of any affected surface.

Apart from the stone manufacturer's warranty on the quartz material, this is the only warranty for EcoStar Quartz countertops installed by Adobe Walls Stoneworks. No other agreement, verbal or written, is approved by Howe Enterprises Inc. DBA Adobe Walls Stoneworks or by EcoStar. Adobe Walls Stoneworks makes no other warranty, express or implied, with respect to these countertops.

11. Contact Information

Formal warranty claims must be submitted through www.ecostarquartz.com (see Section 5). For questions or help with a claim, contact Adobe Walls Stoneworks:

- Phone: 806-371-7885
- Email: sales@awstoneworks.com
- Website: awstoneworks.com



806-371-7885 • awstoneworks.com