

Warranty

Firenza Stone warrants to the owner of the dimensional stone fabricated for that specific job, for one year from the date of the completion of the installation, that the dimensional stone will be free from defects in material and workmanship if and only if,

The dimensional stone is produced in accordance with a written contract by Firenza Stone and the owner of the project.

The owner does not hinder Firenza Stone from installation of the project and performing services conforming to the details of the contract in accordance with completion of the project.

The dimensional stone project was not exposed to severe conditions during and after installation. These conditions include but are not limited to: shifting, settling or expansion of foundation or walls, etc.

Firenza Stone's obligation under this warranty is limited to replacing or repairing, at their discretion, free of charge, any defective dimensional stone, provided the following conditions exist:

Owner must notify Firenza Stone by certified mail or will be in breach of warranty. Please send claims to: 33205 Curtis Blvd. Eastlake, OH 44095. This notification must take place within one year from date of installation. Note: Any alleged defect discovered more than one year after date of installation is excluded from warranty.

No attempt to alter or repair the original dimensional stone project has been made without the written consent of Firenza Stone.

The dimensional stone project and installation is not or has not been subjected to misuse, negligence, accident or other condition contrary to normal use.

The dimensional stone project and installation has been maintained in accordance to instructions and that common sense has been applied to the use of this product.

Except for warranty by Firenza Stone, Owner assumes all risk and liability for the use of dimensional stone whether alone or in combination with other building materials. No statement by any employee of Firenza Stone directly or indirectly admitting liability under this warranty shall be binding unless made in writing by an authorized officer of Firenza Stone.

THIS WARRANTY EXCLUDES ANY OTHER WARRANTY, EXPRESSED OR IMPLIED. FIRENZA STONE SHALL NOT BE LIABLE UNDER THIS WARRANTY FOR ANY OTHER LOSS OR DAMAGE INCLUDING WITHOUT LIMITATION, CONSEQUENTIAL DAMAGE, SAFETY OR PERSONAL INJURY RESULTING DIRECTLY OR INDIRECTLY FROM THE PURCHASE OR ACQUISITION OF THIS PRODUCT, EXCEPT AS EXPRESSLY SET FORTH HEREIN.

Care and Maintenance for Natural Stone

- Your new countertops have been treated with a penetrating sealer, which protects the stone from staining. It bonds to the stone and acts as a repellent to prevent absorption, yet it lets the stone breathe and release moisture. It protects against both water and oil-based products.
- Our sealers can last up to 15 years depending on the type of stone it is applied to and the use of proper cleaning methods and products. Some stones may require reapplication of the sealer with greater frequency. Customer service can recommend a reapplication schedule for the stone selected.
- Spills should be wiped up immediately. For dried residue, a flat object such as a plastic putty knife can be used to gently scrape off the foreign material.
- Clean stone surfaces with a neutral cleaner, stone soap or mild liquid dishwashing detergent and warm water. Use a soft microfiber cloth. Too much soap will cause streaks and leave a film. Rinse the surface thoroughly with the warm water and soft cloth.
- If your natural stone becomes etched, dull, scratched or otherwise damaged, the great thing about it is that it can be repaired, honed, polished, and restored to as good as new in the hands of our qualified stone restoration associates.
- DO NOT clean the surface with products containing Ammonia, Bleach, Vinegar, Grout Cleaners, Bath Tile Cleaners, Orange, Lemon or other Citrus Cleaners, Glass Cleaners, Hydrogen Peroxide, acids, or abrasives.
- To remove spills, use a paper towel to soak it up as quickly as possible. Avoid wiping the spill because it will cause the spill to spread. Use a microfiber cloth to dry the area completely.
- Natural stones are naturally heat resistant. It is still recommended that hot items be placed on a trivet or heat resistant pad rather than directly on the counter. To protect the sharpness of your kitchen knives, be sure to use a cutting board.

Leathered and Honed Surfaces

- Leathering natural stone actually “tightens” the pores making it slightly more resistant to damage from spillage. Stains will not be able to adhere as easily to the surface as they would in a polished or honed surface. Smudges, fingerprints, and water spots are less apparent as well. Follow the recommended Care and Maintenance guidelines.
- Honed or Matte finishes require a different level of care than a polished surface. Honed stone tends to conceal minor scratching, etching and similar damage, however, superficial spotting can be more noticeable. Follow the recommended Care and Maintenance guidelines. Maintaining the sealant on a honed counter surface is very important as the surface is slightly more porous and therefore more susceptible to damage like etching and staining. Honed surfaces should be sealed with greater frequency.