



Residential Limited Warranty (Stone and Hard Surfaces)

1. Installation Labor Warranty for Quartz, Natural Stone, Porcelain & Solid Surface Countertops

Colonial Countertops provides a one (1) year warranty on installation labor for countertops made from quartz, natural stone, porcelain, and solid surface materials. This warranty specifically covers the installation work, such as setting countertops, attaching sinks and fixtures, and similar services. It does **not** cover the materials themselves, except where covered by a manufacturer's written warranty.

To be eligible for service under this warranty, customers must submit claims within one year from the installation date, along with appropriate documentation. Colonial Countertops will review and respond to such claims within ten business days. Warranty service will not be provided for any installation or product unless full payment has been received.

2. Dimensional Tolerances and Alignment

Measurements such as length, depth, overhangs, and centerlines may vary slightly from the design specifications. Slight discrepancies that are not visible to the naked eye or require measurement tools to detect are not covered. Additionally, natural shifts in cabinetry, flooring, or environmental conditions may result in joint separation, gaps, or misalignments post-installation—these outcomes are also excluded from coverage.

3. Supporting Trades and Third-Party Installations

Colonial Countertops is not responsible for issues stemming from work done by other contractors or trades, including cabinetry, plumbing, electrical, drywall, and more. Warranty claims due to poor workmanship or materials from other parties will not be honored. Colonial Countertops also disclaims responsibility for countertop supports or substructures installed by others.

4. Limitations of Liability

This warranty does not include coverage for indirect, incidental, or consequential damages. Costs associated with the removal or reinstallation of plumbing, electrical work, tile, wall coverings, or any related damages (e.g., nicks, dust, or scratches) that

occur during installation are not covered. Liability for any damages related to materials or services is strictly limited to the amount paid to Colonial Countertops.

5. Natural Variations and Appearance

Natural stone products vary in color, veining, and pattern. Differences between samples and final installations are normal and not considered defects. Variations may also occur within the same slab.

6. Finish and Texture

Countertops typically come with a polished finish unless otherwise requested. Inconsistencies in gloss and texture are common with natural materials and contribute to their uniqueness. Such variations are not defects.

7. Cracks, Surface Irregularities, and Thickness

Cracks occurring after installation are generally caused by movement, thermal shock, or impact, and are not covered under warranty. Natural features like fissures, pitting, and mineral concentrations are expected and not considered defects. Stone slab thicknesses may vary slightly; it is standard practice to make minor adjustments for alignment.

8. Seams and Joint Placement

The placement of seams is determined by Colonial Countertops during the design process, with consideration for strength and aesthetics. Seams will be visible and may not align perfectly due to natural material variations. Seam location and quality are not grounds for warranty claims if installed within industry norms.

9. Stain Resistance and Maintenance (Specific to Natural Stones. Not required for Quartz or UCS/Porcelain Products)

Stone countertops are sealed after fabrication. To maintain stain resistance, annual resealing is recommended. While sealed surfaces resist most stains, permanent staining can still occur, especially from harsh chemicals or dyes. Stains are not covered under warranty. Clean countertops with mild soap and water; avoid abrasive or highly alkaline cleaners.

10. Scratch Resistance

While materials like granite and quartz are highly resistant to scratches, they are not immune. Scratches that occur during normal use or misuse are not covered. Always use cutting boards rather than cutting directly on the countertop.

11. Heat and Thermal Shock

Though heat resistant, natural and engineered stone surfaces can suffer thermal damage or cracking from sudden temperature changes. Use trivets or hot pads under hot cookware. Damage from heat exposure is not covered under this warranty.

12. Fissures and Chips

Fissures are natural features found in many types of stone and are not the same as cracks. Chips can occur during handling or use and may be repaired if repair materials blend with the countertop's color and texture. However, chips resulting from regular use, such as dropping objects or cookware, are not covered.

13. Pitting in Natural Stone

Pitting, especially in granite, is a normal characteristic resulting from the mineral composition of the stone. It does not compromise durability and is not considered a defect or covered under warranty.

14. Additional Information

More detailed care and maintenance information is available directly from stone manufacturers:

- [Caesarstone Quartz and Porcelain](#)
- [Silestone by Cosentino](#)
- [Dekton by Cosentino](#)
- [Cambria](#)
- [Vicostone](#)
- [Hanstone](#)

15. Non Transferable

The warranty for your countertop is non-transferable, meaning it is only valid for the original purchaser and cannot be passed on to a new homeowner if the property is sold. This policy ensures the warranty covers only the original installation under the initial usage conditions. Any future issues arising after the property changes ownership will not be covered, even if the warranty period has not expired.