



Cascadia Countertops Inc.
7306 Millard Drive
Lantzville, BC
V0R2H0

INSTALLATION WARRANTY

The work performed by Cascadia Countertops Inc. is covered by our 1-year limited warranty. The general principle is: "If there is something we didn't do correctly, we will correct the problem and stand behind our work." For manufacturer warranties, please visit the respective websites for more information.

What Does This Warranty Cover?

This warranty applies exclusively to the installation of Cascadia Countertops Inc. materials that have been permanently installed in owner-occupied residential properties only. We will repair or replace, at our discretion, any defects in materials, fabrication, or installation with the same grade and quality of materials as the original, including an acceptable color match. Please note that natural stone may have inherent variations in veining and color.

This warranty covers the performance of seams, but not the appearance of the seam.

What Does This Warranty Not Cover?

This warranty does not cover the natural characteristics of stone/quartz, which include, but are not limited to:

- Natural color variations, water lines, fissures, surface pits, and blemishes that are inherent to some stones.
- If, after installation, you decide you do not like the colors or natural variations in the stone or quartz, replacement is not covered by this warranty.
- Choosing dark-colored quartz: such materials may be more prone to showing blemishes, fading, and scratches than lighter-colored options.
- Seams on dark-colored quartz may be more noticeable than on light-colored quartz.
- Polished edges on darker quartz may not match the factory finish of the surface, and may require the use of enhancing chemicals.
- Countertops that have been moved from their original, permanently installed location.

This warranty does not cover damage to your countertop caused by factors beyond our control, including but not limited to:

- Use of improper cleaning solutions or surface etching caused by acidic or aggressive chemicals.
- Improper care or maintenance of the countertop.
- Physical abuse such as surface chipping, cracking, or scratching caused by negligence, excessive loading, or dropping heavy objects on the countertop.
- Standing on the countertop or causing physical damage through direct force.
- Damage from acts of vandalism or excessive heat exposure.
- House settling, foundation movement, or cabinet movement due to any cause.
- Cracking or shrinkage of flexible caulks due to age or thermal movement in the home.
- Damage from extreme weather conditions or exposure to the elements.
- Jobsite conditions or abuse by other trades (e.g., standing on, hammering on the countertop).
- Architectural and engineering design flaws.
- Overhangs exceeding the recommended length: 8" for 2cm material, 12" for 3cm material.
- Ordinary wear and tear.

What is the Period of Coverage?

The period of coverage is 1 year from the completion date of installation. Cascadia Countertops Inc. warranty is non-transferable to subsequent owners of the home. Should we elect to repair or replace your countertop, the warranty will continue from the original date of installation, not from the date of the repair or replacement.

What Will We Do to Correct Problems?

We will repair or replace any countertop covered by this warranty, including necessary labor charges involved in the removal and replacement of the original installation. We will cover the cost of the product, as well as the labor involved in repairing or replacing the countertop.

You will be responsible for any additional costs arising out of or associated with the repair or replacement, such as plumbing and electrical disconnect and reconnect charges, to the extent deemed necessary by us.

You must cooperate reasonably with Cascadia Countertops Inc. to allow us to fulfill our obligations under this warranty. We will communicate with you in a timely manner regarding any decisions about defects in the installation or materials.

Warranty work will be completed at our discretion, and Cascadia Countertops Inc. makes no other warranty, representation, or guarantee, express or implied, with respect to its products, except as expressly stated in this document.

Contact Information:

For warranty claims or further inquiries, please contact Cascadia Countertops Inc. at info@cascadiacountertops.com.