

# Care & Warranty

We want your new countertops to look beautiful and perform well for years to come. This page outlines our general care recommendations, helpful material-specific maintenance tips, and the terms of our workmanship warranty. Because care requirements can vary by surface, we also recommend following any manufacturer guidance provided with your selected material.

## Everyday Care

- Clean countertops with a daily cleaner and soft towel to prevent cleaner buildup and lime/calcium from water. Clean surfaces regularly with warm water, a soft cloth, and a mild, pH-neutral cleaner.
- Wipe up spills promptly to help prevent staining or surface damage.
- Use cutting boards for food preparation and avoid cutting directly on the countertop.
- Use trivets or hot pads under hot cookware rather than placing hot pans directly on the surface.
- Avoid abrasive pads, harsh scrubbing powders, bleach, ammonia, oven cleaner, and acidic products unless your manufacturer specifically allows them.
- Do not sit, stand, or place excessive weight on countertop overhangs, seams, or unsupported areas.

## Material-Specific Care

**Quartz:** Quartz is non-porous and typically does not require sealing. For daily cleaning, use a daily cleaner or warm water, a soft cloth, and a gentle cleaner. Avoid exposing quartz to excessive heat, as resins used in the material can be damaged or discolored by very hot cookware.

**Corian Solid Surface Acrylic:** Corian solid surface acrylic is non-porous, easy to maintain, and does not require sealing. For routine cleaning, use warm soapy water or a gentle cleaner, then rinse and wipe the surface completely dry to help prevent film or water marks. Avoid placing hot pans or heat-generating appliances directly on the surface, and use cutting boards to help prevent scratches. One benefit of solid surface material is that many minor scratches or surface blemishes can often be repaired or professionally refinished.

**Formica Plastic Laminate:** Formica plastic laminate is easy to clean and maintain with a damp, non-abrasive cloth and a mild liquid detergent or household cleaner. After cleaning, rinse with clean water and dry the surface with a soft cloth. Avoid flooding the laminate, especially near seams, since moisture can penetrate the substrate and cause swelling. Use cutting boards, avoid abrasive pads or cleansers, and always place trivets or hot pads under hot cookware and heat-generating appliances.

## Our Workmanship Warranty

We stand behind the quality of our fabrication and installation. Our workmanship warranty covers defects resulting from our fabrication or installation process for countertops installed by our team under normal residential use. If we determine that an issue is related to our workmanship, we will repair or replace the affected area at our discretion, subject to material availability and the terms of your project agreement.

Manufacturer warranties for quartz, Corian solid surface acrylic, Formica plastic laminate, and other select materials are separate from our workmanship warranty and may provide additional coverage for

manufacturing defects. Warranty terms vary by brand and product, so we encourage customers to review all manufacturer documentation provided at the time of purchase.

## What Is Not Covered

- Damage caused by misuse, abuse, neglect, accidents, or improper cleaning products.
- Chips, cracks, scratches, burns, or stains caused after installation by impact, heat, chemicals, or lack of routine care.
- Natural characteristics of stone, including variation in color, veining, fissures, pitting, or other inherent features.
- Issues resulting from structural movement, inadequate cabinetry or support, plumbing leaks, jobsite damage by other trades, or acts of nature.
- Repairs, modifications, or alterations performed by anyone other than our authorized team.
- Normal wear and tear or concerns related to design choice, material selection, or aesthetic preference after approval and installation.

## How to Request Service

If you believe you have a warranty issue, please contact our team as soon as possible with your name, installation address, approximate installation date, and photos of the concern. We may schedule an inspection to evaluate the issue and determine whether it is covered under our workmanship warranty or a manufacturer warranty. Prompt reporting helps us respond more quickly and preserve documentation related to your project.

Questions about caring for your countertops? Our team is happy to help you identify the right cleaning approach for your surface and provide guidance on warranty coverage, manufacturer registration, and long-term maintenance.

