

TRAVERTINE STONE VANNER WARRANTY POLICY

Effective Date: June 2, 2024

1. Warranty Overview

ELITEAZURE LLC provides a limited warranty on all Travertine stone veneer products manufactured and supplied by the Company, ensuring that they are free from defects in materials and workmanship when used under normal conditions and installed according to the Company’s guidelines. This warranty is available to the original purchaser of the stone veneer products.

2. Warranty Coverage

The Company warrants that, for a period of **10 YEARS** from the date of purchase, the Travertine stone veneer will remain free from defects in materials and craftsmanship under normal use and conditions. This warranty specifically covers:

- Structural integrity of the stone veneer, including resistance to cracking or failure.
- Resistance to staining, discoloration, or fading due to normal weather conditions.
- Exclusion of any cosmetic imperfections that do not affect the overall integrity or functionality of the product.

3. Warranty Exclusions

This warranty does not cover:

- **Improper Installation:** Warranty claims resulting from installation practices that do not comply with the Company’s guidelines or specifications.
- **Damage due to Abuse or Misuse:** Any damage caused by neglect, improper maintenance, or misuse, including exposure to harsh chemicals, mechanical damage, or impacts.
- **Weather-Related Damage:** Damage caused by extreme weather conditions such as freeze-thaw cycles, excessive moisture, severe storms, or flooding.
- **Natural Variations:** Minor natural color and texture variations inherent in natural stone, which are not considered defects.
- **Cosmetic Imperfections:** Surface scratches, discolorations, or imperfections that do not affect the functionality or integrity of the veneer.
- **Wear and Tear:** Natural aging or wear over time, which may result in changes to the surface appearance of the stone.

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4. Installation Requirements

In order to maintain the validity of this warranty, the Travertine stone veneer products must be installed by a licensed professional in accordance with the Company's recommended installation practices. The Company strongly advises the use of professional installers familiar with the handling and installation of natural stone products.

5. Warranty Claim Procedure

To make a warranty claim, the original purchaser must:

1. Contact the Company within **90 Days** of discovering a defect in the product.
2. Provide proof of purchase, including the invoice or receipt, and any relevant installation documentation.
3. Submit photographic evidence or, if necessary, facilitate an on-site inspection of the affected stone veneer product.

The Company reserves the right to inspect the claimed product to determine if the defect falls under the scope of this warranty. If the warranty claim is validated, the Company will, at its sole discretion, either:

- Replace the defective product with an equivalent product, or
- Issue a refund for the defective product's original purchase price.
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6. Limitation of Liability

The Company's liability under this warranty is strictly limited to the replacement or refund of the defective product. The Company is not liable for any incidental, consequential, or indirect damages, including but not limited to labor costs, installation fees, property damage, or lost profits.

7. Non-Transferability

This warranty is provided exclusively to the original purchaser and is non-transferable. It is not valid for any subsequent owners of the property where the stone veneer is installed.

8. Governing Law and Dispute Resolution

This warranty shall be governed by the laws of Florida. Any disputes arising from this warranty will be subject to the exclusive jurisdiction of the courts in Florida, USA, and the parties agree to resolve any disputes through binding arbitration if required.

9. Contact Information

For warranty claims, inquiries, or further information, please contact **ELITEAZURE LLC** at:

- Phone: [850-738-9050](tel:850-738-9050)
- Email: Info@eliteazure.com
- Website: www.eliteazure.com