

HONED FINISHES: MetroQuartz not only offers you a wide range of colors, but also a few finish options as well. Just as each finish has a different look, it also has slightly different characteristics. MetroQuartz is a beautiful and durable non-porous surface. Some colors are available in our HONED finish which offers the soft appearance of a lower sheen compared to the POLISHED finish. The HONED finish requires slightly more maintenance than our polished finished materials. Since the honed finish actually creates more surface area to the material it has the potential to show more signs of living from daily use. Possible marks from metal cookware or utensils; fingerprints, food and beverages, and other items placed on, or moved across the countertop, may be visible on the surface. Most marks can be easily removed with a cloth or sponge, or by using household cleaners such as a cleaning eraser or carefully scrubbing with a sponge and a non-abrasive cleaner such as Soft Scrub Advanced Cleaner®. Over time the Honed finish will develop character and a patina unique to each customer. Honed finishes can be cleaned using the same products and methods as other finishes, please see our care and maintenance guide at: www.metroquartz.com. Signing this document acknowledges that you fully understand the unique characteristics of a honed finish. It will be more likely to show scuffs, marks, and fingerprints, and it will require more frequent or intense cleaning and maintenance to keep it free from marks. Warranty issued by AG&M for MetroQuartz covers manufacturing defects, however the temporary marks that commonly occur on honed finishes are inherent to the material, and are not covered under the terms of the warranty.

Exclusions

This warranty does not cover use for any commercial purposes. Commercial use includes but is not limited to, areas open to the general public, use in a store, rental properties, motels/hotels, temporary residences, offices, or any other place of business.

This warranty does not cover products installed in any outdoor application.

This warranty does not cover products used as flooring material.

Improper use, application, or installation will shorten the lifespan of the product and as such will not be covered by this warranty. Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, damage from improper care and maintenance, and failure to follow proper installation practices.

This warranty does not cover scratches. MetroQuartz is a very hard material and highly scratch resistance but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance.

This warranty does not cover mitered edges where the joints were not correctly cut.

This warranty does not cover impact damage; such as cracks or chips.

This warranty does not cover routine maintenance, such as the removal of water spots and stains, or damage that could have been avoided by performance of routine maintenance and daily care as specified in the MetroQuartz Care & Maintenance Guidelines.

This warranty does not cover failures due to inadequate support of the installation, including, without limitation: base structures, as well as overhangs in excess of 16" for 3cm material or 8" for 2cm material.

This warranty does not cover damage that is the result of "dry" cutting or polishing, such as chips and cracks.

This warranty does not cover installations of MetroQuartz by non-certified Installers.

This warranty does not cover failures that are the result of the fabricator or installer deviating from the recommended installation guidelines put forth by MetroQuartz.

This warranty does not cover seam appearance or performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects and are subject to proper care and maintenance by the owner.



This warranty does not cover damage caused while securing mechanical fasteners directly to the product.

This warranty does not cover damage to the product caused by the installation of sinks and/or hardware.

Fabricators, as part of the fabrication and installation process are required to visually inspect each slab, both prior to fabrication and again prior to installation, using the inspection criteria provided to them by Architectural Granite & Marble and available at MetroQuartz.com. Any defects that were identifiable through the visual inspection process, but were installed anyway, are the responsibility of the fabricator and will not be covered under this warranty.

This warranty does not cover any damage or flaws in the material that are the result of the structural degradation or modification by the fabricator including but not limited to: bending, curving, milling or reducing the thickness of the material.

This warranty does not cover any alteration of the finishes applied by the factory. The fabricator will be solely responsible for any issues that arise from the modification of the factory finish, specifically the creation of honed finishes. Only those colors listed by MetroQuartz as available in our brochures, sample books and on our website will be eligible under this warranty. Any issues arising from the practice of "in-shop" honing are the sole responsibility of the fabricator.

This warranty does not cover chips or cracks that are a result of fabricator not following the minimum requirements for edge details.

This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the MetroQuartz product covered under this warranty. This warranty does not cover labor, removal, fabrication, or installation of material, nor does it cover any other incurred costs that may be associated with the removal or reinstallation of material covered under this warranty.

This warranty does not cover natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.

This warranty does not cover what is referred to as spots or blemishes smaller than a U.S. ten (10) cent piece. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.

MetroQuartz materials contain important product information on the back of each slab. Removing this product information will void the warranty.

AG&M is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.

AG&M shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

This warranty does not cover any damage that may be incurred while the material is stored or installed on a construction site prior to the "owner" taking possession. Nor does this warranty cover any damage done to the material as a result of a remodel process.

THE FOREGOING IS THE COMPLETE WARRANTY FOR METROQUARTZ AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO METROQUARTZ AND ARCHITECTURAL GRANITE & MARBLE, LTD. EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY



IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

Architectural Granite & Marble shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.