

Casa bella Oregon LLC



GRANITE AND MARBLE

Direct Importer/Distributor

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Residential Lifetime Warranty

Optima Quartz is warranted to be free of manufacturing defects from date of installation, when fabricated and installed in private single-family residences by an authorized Optima Quartz fabricator.

This Residential Lifetime warranty is limited to the original purchaser of Optima Quartz installation. In newly constructed single-family residences where Optima Quartz has been installed, the warranty is available to the original owner and resident and is non-transferable.

All decisions regarding this warranty are at the sole discretion of Optima Quartz. No representative, dealer, salesperson, distributor, fabricator or other persons will be authorized to make any warranty or promises on behalf of Optima Quartz, with respect to the product. If it is determined by Optima Quartz that the material has failed due to manufacturing defects, Optima Quartz will repair or replace such materials. Optima Quartz will strive to obtain the best possible resolution. The decision to repair or replace original Optima Quartz material is at Optima Quartz sole discretion and an exact color match is not guaranteed.

TERMS and CONDITIONS

- Warranty applies only to Optima Quartz material that has been installed in the interior space of a single-family residence and has not been moved from the original location. If after or during installation you do not like the color or finish you selected, that decision is not covered under this warranty.
- Following installation, you must register your product within thirty (30) days. To activate your warranty simply complete the registration form.
- Warranty applies only to materials that have been maintained according to the Care & Maintenance guidelines provided by Optima Quartz. Care & Maintenance guidelines are available.
 - To request service under this warranty you must contact the company who sold the Optima Quartz material or Casa bella directly at 503.231.4102 within thirty (30) days of failure. Please also have your proof of purchase available.

What is not covered under this warranty?

- Material and/or services that have not been paid for in full.
- Product installed in any outdoor application.
- Product used as flooring material.
- Cracks or fissures located on any inside radius; as these issues are due to improper fabrication or installation; not a manufacturer defect.
- Product that you, the customer, decide you do not like after installation due to color, edging styles or other opinions based on personal preference.
- Any chemical damage.
- Any residence where the owner is not the occupant.
- Use in any commercial application. Includes but is not limited to: rental properties, retail stores, offices or any other place of business.
- Improper use or abuse including but not limited to, damage from mishandling of the product, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance.
- Chips at edges or other areas caused by impact damage.
- Scratches. Optima Quartz is 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.
- Routine maintenance including but not limited to; minor conditions such as removing stains and/or watermarks by following the techniques specified in the Optima Quartz Care & Maintenance Guidelines.
- Defects that were visible at the time of fabrication and were not avoided during the fabrication process. Fabricators are required to have a visual inspection of all materials prior to fabrication and again prior to installation.
- Seam appearance or seam performance, adhesives, caulk or other accessory items. Once product is installed, the two main reasons for cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock may occur when hot 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.
- Optima Quartz surfaces are intended to have a natural and non-uniform appearance, thus this limited warranty does not cover any variances in color, shade, particle structure or gloss level.
- Material that has been milled or reduced in thickness.
- Failures due to inadequate support for the installation, including overhangs.
- Altering of the factory applied finish. Such as purchasing a polished material and choosing to have it "honed" or textured.
- Additional modifications: plumbing, electrical, tile, cabinets, flooring, etc. that may require a repair of the Optima Quartz product.
- Optima Quartz is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, structural movement, and or acts of vandalism or accidents.

CARE & USE

Congratulations on the purchase of your Optima Quartz countertop. Optima Quartz is an elegant, durable and resilient countertop surface that will provide you with many years of comfort and satisfaction. Maintaining your Optima Quartz is simple and easy.

Due to their remarkable characteristics, in chemical composition and technical specifications, Optima Quartz materials will only need to be cleaned regularly. With the use of a neutral cleaning detergent, rinse with water, and then dried with a cloth your Optima Quartz will need little maintenance. Below are a few treatment options for common problems:

1. Silicone: Use a razor blade and small amount of solvent such as acetone or ethanol.
2. Grease Stains: Dilute a small amount of detergent with water, and then rub stain with a cloth. Immediately rinse with water.
3. Lime Scale Stains: Pour vinegar (or any diluted weak acid solution) onto the surface and let it stand for 1 minute. Rinse with water.

Some minor Precautions are as follows:

- Be sure to separate countertop from extreme external heat sources.
- Material used for both floors and countertops MUST NOT be polished.
- DO NOT put Optima Quartz in areas that are subject to intense sunlight and DO NOT expose material to UV lamps.
- DO NOT place any hot objects directly on countertops of Optima Quartz such as saucepans, frying pans, etc.
- DO NOT use water repellants or sealers to bring out shine in material.
- DO NOT use paint stripper, oil removers or products with a pH value higher than 10 or chlorine-based products. If bleach or solvents are used, immediately rinse with water. NEVER leave bleach or solvent products in contact with Optima Quartz surface.

For more Care and Maintenance Questions, please refer to Optima Quartz: How to Maintain your Quartz Countertops.