

## FREQUENTLY ASKED QUESTIONS (FAQS)

### EXTRAORDINARY STONE COLLECTION PROGRAM WARRANTY

#### **Is the Extraordinary Stone Collection warranty proprietary to Arizona Tile?**

Yes. The Extraordinary Stone Collection 15-year limited warranty program is exclusive to Arizona Tile. The name “Extraordinary Stone Collection” is a trademark of Arizona Tile.

#### **If the sealer is okay to use on other types of stone, why don't we warranty the other stones?**

The Stone Guard Stone Sealer can be used on marble, granite, limestone and most other natural stones, as noted on the product labels. The 15-year limited warranty is only available when the Stone Guard Stone Sealer is applied in accordance with established industry standards to an Arizona Tile *granite* or *quartzite* countertop, from our regular inventory, by a fabricator/installer who is enrolled in our Extraordinary Stone Collection program. Other varieties of stone can be more susceptible than granite to staining even after sealing.

#### **The Extraordinary Stone Collection limited warranty says that only slabs from Arizona Tile's *regular inventory* of granites quartzites are eligible. What is meant by Arizona Tile's *regular inventory*?**

All polished, honed and satin granites, as well as quartzites, that are within our current, regularly promoted program. This includes our collection of ‘classic’ granites. What this does *not* include are granites or quartzites which are one-time buys; discontinued granites or quartzites (slabs that are already discontinued at the time they are purchased); granites or quartzites from odd lots such as single slabs (the last remaining slabs from their blocks or bundles); and B-grade slabs, which are slabs reclassified and marked down due to flaws, irregular coloration, or breakage.

#### **Can customers choose to not participate in the Extraordinary Stone Collection program?**

Yes. If the customer’s fabricator is not enrolled in the Extraordinary Stone Collection program, and/or if the warranty registration process is not completed for any particular installation, the customer will not be included in the program and the countertop will not be included in the warranty program. However, with the protection the warranty provides at no cost to the customer, we believe most will choose to participate.

#### **Can the consumer buy the sealer and receive the 15-year limited warranty?**

No. The 15-year limited warranty is only available when the Stone Guard Stone Sealer is applied in accordance with established industry standards to Arizona Tile granite and quartzite countertops, from our regular inventory, by a fabricator/installer who is enrolled in our Extraordinary Stone Collection program.

**Why is the 15-year limited warranty for interior installations only?**

Interior countertops are in a much more controlled environment than exterior countertops. Given the number of variables involved when a countertop is in an exterior environment, including exposure to UV light which will break down a sealer, it is expressly written in the warranty that exterior and commercial applications are excluded.

**What if the fabricator is not known to the homeowner? If this is the case, how is the warranty information filled out?**

If the homeowner is unaware of who did the fabrication, the registration process would have to be started by the reseller (rather than the fabricator), and the reseller would have to have the fabricator enroll in the program, and for each job sign a form certifying that the slabs were sealed according to manufacturer instructions using Arizona Tile's Stone Guard sealer.

**Does the warranty program require the customer to participate in a cleaning and maintenance program to keep the warranty in effect?**

No. The terms of the warranty do not require any specific cleaning or maintenance program; they only specify normal use and care. However, we encourage routine care and maintenance for anyone participating in this program, as we do for any customer.

**How often does the homeowner have to seal the countertop in order to maintain warranty protection?**

The warranty does not contain any requirement that the homeowner re-seal the countertop in order for the warranty to remain in effect. However, we recommend routine care and maintenance to any owner of a granite countertop. This would include periodic reapplication of the sealer, depending on the amount of use the countertop gets. For countertops that get a lot of use, 1-2 years is a fair interval for resealing. For light-use countertops, 3-5 years is adequate.

**Does the warranty cost anything for the homeowner?**

No. There is no cost from Arizona Tile to the homeowner to participate in the Extraordinary Stone Collection program and to receive the 15-year limited warranty. The only cost is an indirect one—the cost of the Stone Guard sealer and its application, which is in line with other sealing products currently used by most fabricators.

**How do we refer the 15-year warranty program to clients?**

The 15-year limited warranty is an element of the Extraordinary Stone Collection program.

**How restrictive will we be to holding the customers to the 60-day registration requirement?**

As stated in the Extraordinary Stone Collection warranty document, to receive coverage under this limited warranty program, the product must be registered within 60 days of

installation of the countertop or closing of the home sale.

### **How do we resolve warranty claim issues?**

Claims will come into and be handled by the warranty CSR staff at our Sales Support Facility.

Upon Arizona Tile's receipt of a warranty claim from the Purchaser, and upon Arizona Tile's determination that the Purchaser's claim is a Covered Claim, Arizona Tile will:

1. In the case of a stain claim, send to the Purchaser, at no cost, a stain removal kit and provide telephone support to the Purchaser instructing the Purchaser on how to use the stain removal kit to remove the stain from the Countertop; or
2. In the case of any inherent structural material integrity claim, send an Arizona Tile representative to the Purchaser's home to inspect and try to resolve the problem.

If Arizona Tile is unable to resolve a Covered Claim after performing the foregoing actions, Arizona Tile will choose to either (a) replace the granite or quartzite piece(s) of the Countertop affected by a Covered Claim with the same or a comparable Arizona Tile product or (b) refund to the Purchaser the purchase price of the Countertop. Natural granite and quartzite vary from piece to piece and Arizona Tile makes no assurance to Purchaser that any such replacement granite or quartzite will match the Countertop installed in the Purchaser's home. Any replacement granite or quartzite provided by Arizona Tile to the Purchaser under this limited warranty will be covered under this limited warranty during the remaining Warranty Period.

### **Who does the warranty repairs if they are required?**

Our warranty does not include the cost of, or provision for, labor. Only the material piece(s) is covered under the terms of our warranty. The homeowner would be free to choose whomever they want to do the repairs using the piece(s) provided by Arizona Tile.

### **Is the warranty form available for printing?**

The warranty document is available on the Arizona Tile website on this page: <https://arizonatile.com/en/warranty>.

### **Does a fabricator have to be licensed in order to be eligible for the Extraordinary Stone Collection program warranty?**

No, there is not a license requirement because licensing requirements vary from market to market and we aren't in a position to validate or enforce license status from market to market. Our enrollment document does state that a fabricator needs to be 'qualified to do granite and quartzite countertop installation in the relevant marketplace'.