

Residential Warranty Terms & Conditions

What this 15-year residential warranty covers:

1. Lido Quartz surfaces purchased from an authorized Lido Quartz installer or dealer and permanently installed in your single-family home in accordance with the Lido Quartz Fabrication & Installation Guidelines.
2. Issues deemed as manufacturing defects up to 15-years from date of original installation. Material must be inspected by Lido Quartz as no representative, distributor, fabricator or other third party is authorized to make any warranty decisions or guarantees on our behalf.
3. Lido Quartz Surfaces that are maintained according to the Care and Maintenance Guide.

What this 15-year residential warranty does not cover:

1. Material that has not been paid in full.
2. Material that is outside of the 15-year warranty period. Warranties that are transferred from the original owner to a new homeowner will last from the original date of installation, not the date of warranty transfer.
3. Material that has been moved from the original installation location or altered after initial installation.
4. Material that cannot be verified to be Lido Quartz Surfaces due to lack of documentation or information from the homeowner. Proof of purchase can be obtained from original authorized dealer or fabricator.
5. Installations where the owner is not the principal occupant of the home.
6. Defects that were visible during fabrication and were not noticed due to failure to complete an initial visual inspection at time of purchase.
7. Labour charges to remove, fabricate, and/or reinstall Lido Quartz Surfaces deemed to be defective by Lido Quartz. The warranty will cover up to the cost of the Lido Quartz slabs originally purchased.
8. Any cracks or fissures appearing in the surface following installation. Surface impacts, uneven cabinet or flooring installation, structural settling, thermal shock and a wide range of improper installation techniques such as improper support can attribute to the appearance of cracks or fissures.
9. Improper care and abuse to the Lido Quartz Surface. Improper care and abuse includes, but is not limited to, cutting directly on the surface, damage from heat, exposure to weather conditions or ultraviolet light, physical or chemical abuse, acid etching, staining, or impact damage resulting in chipping, cracking, or breakage.

10. Personal preference or change in colour choice during or following installation.
11. Installation of sinks, cook-tops, or any other appliances into the Lido Quartz surface.
12. Scratches. While Lido Quartz is scratch-resistant it is not scratch-proof. The use of a cutting board and proper care is advised.
13. Temporary marks on the Lido Quartz surfaces included metal marks, fingerprints, oil marks, or other markings from daily use.
14. Any maintenance such as cleaning or stain removal from daily wear and use.
15. Issues with fabrication or installation, ranging from seam appearance and performance, colour and performance of adhesives, cut-outs, edge appearance or polish. Please refer directly to the fabricator and installer of the project.
16. Slabs that have mechanical fasteners affixed or embedded into the surface.
17. Any fireplace installations. Temperature variations and heat has the potential to cause surface cracks and discolouration which will not be covered under warranty.
18. Any flooring installations.
19. Any outdoor applications.
20. Any commercial installations or uses. This includes residences that are used as rental or vacation properties.
21. Any variances in colour, shade, particle structure, or sheen/polish levels. Lido Quartz is intended to have a non-uniform and natural appearance and all clients are advised to view the full slab(s) prior to fabrication and installation.
22. Slabs that have been milled, gauged, or reduced in thickness.
23. Slabs that have had their surface finish altered in any way.
24. Damage to Lido Quartz or injuries incurred due to acts of God, site conditions, engineering or aesthetic design choices, structural settling and movement, accidents or vandalism.
25. Responsibility in either contract or tort for any loss or damages, direct, indirect, consequential, incidental, special, exemplary, or punitive arising from the use or the inability to use the Lido Quartz surfacing materials covered by this warranty.