

Terms and Conditions

1. Lido Quartz reserves the right to reject warranty claims for materials that have not been paid in full.
2. For this warranty to be valid, you must activate your warranty online at www.lidoquartz.com within 60 days of the installation date. If you do not activate your warranty within this period you must provide proof of purchase and provide all details that are required on www.lidoquartz.com under "Activate Your Warranty".
3. This warranty only applies to manufacturing defects with Lido Quartz materials. Lido Quartz is not liable for any dissatisfaction and/or damage caused by the fabrication and installation of our product.
4. This warranty is transferable under the condition that the original owner must have an active, registered, warranty and must submit to Lido Quartz a "Warranty Transfer Form". Warranty transfer forms can be found at www.lidoquartz.com. The warranty transfer follows the same terms and conditions of the original warranty. The new owner's warranty will last for the same duration of 15 years from the original date of installation, NOT from the date of the warranty transfer.
5. This warranty only applies to materials that have been maintained in accordance with the Lido Quartz Care and Maintenance protocol. This information can be found at www.lidoquartz.com and is subject to change as new information and products are made available to care and preserve your timeless surface.
6. Lido Quartz reserves the right to make all decisions regarding this warranty. No representative, distributor, fabricator, or other third party is authorized to make any warranty decisions or promises on behalf of Lido Quartz.
7. This warranty is not valid for the use of a Lido Quartz material in commercial settings such as stores, rental units, and other business units.
8. This warranty is not valid for residences in which the owner is not the principal occupant of the home.
9. This warranty is not valid for any Lido Quartz materials that are installed either outdoors or as flooring.
10. This warranty does not cover any defects that were visible at the time of fabrication and were not addressed prior to installation. It is the responsibility of the fabricator and customer to visually inspect all materials prior to fabrication and prior to installation.
11. This warranty does not cover any chips or cracks that are a result of "dry cutting" and other unapproved fabrication techniques.
12. This warranty is not valid if there has been altering of any finishing on Lido Quartz products. Honing, brushing, and flaming Lido Quartz materials and the consequences that may occur as a result are the sole responsibility of the fabricator.
13. This warranty does not cover any damages from mishandling and improper care of the material such as exposure to excessive heat or weather conditions, chemical exposure, and failure to follow Lido Quartz Care and Maintenance protocol.

14. This warranty does not cover any labor costs that are incurred to remove, fabricate, and install new or replaced Lido Quartz materials due to a defective material.
15. This warranty does not cover any failure or defects caused fabricators, installers, or other third parties. Lido Quartz is not liable for any damages caused by a third party.
16. This warranty does not cover seam appearance or separation and the costs associated with fixing these defects. Seam performance is not a material defect; it is a cause of other outside effects such as thermal shock and the shift in the foundation underneath the stone surface.
17. This warranty is not valid for scratches as Lido Quartz is a highly durable and scratch resistant material but NOT scratch proof from human impact.
18. This warranty does not cover maintenance on your Lido Quartz surfaces such as re-sealing, stain removal, and other minor conditions.
19. This warranty does not cover any variations in the color, size, shape, and distribution of the pattern of the natural quartz or the natural variations in the tone of the slab. Lido Quartz surfaces are made to contain some image and vein variation to preserve a natural look.
20. This warranty is not valid if the material that has been milled, gauged, or reduced in thickness.
21. This warranty does not cover any damage to Lido Quartz materials as a result of insufficient structural support such as excessive overhangs. Lido Quartz reserves no liability for any structural or architectural failures resulting in damage to Lido Quartz materials.
22. Lido Quartz is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, structural imperfections, accidents, or vandalism.
23. Lido Quartz shall not be responsible in either contract or tort for any loss or direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the Lido Quartz surfacing materials covered by this warranty.