



ENGINEERED STONE COUNTERTOP LIMITED 01 YEAR WARRANTY

The following is considered as the agreement on the terms and conditions of the warranty between you and GlobalFair. This warranty applies only to the original end user and proof of purchase is required for all claims.

LIMITED WARRANTY

GLOBALFAIR MAINTAINS THE HIGHEST STANDARDS TO ENSURE ALL ITS ENGINEERED COUNTERTOPS ARE FREE FROM ALL MANUFACTURING DEFECTS IN THE MATERIAL. GLOBALFAIR'S ENGINEERED STONE COUNTERTOPS THAT WERE INSTALLED IN CLIMATE CONTROLLED RESIDENTIAL AREAS IN ACCORDANCE WITH OUR INSTALLATION GUIDE WILL NOT BE PRONE TO DAMAGE. MAINTAINED IN ACCORDANCE WITH OUR MAINTENANCE GUIDE WILL NOT WEAR OUT, FADE, OR STAIN UNDER NORMAL HOUSEHOLD CONDITIONS FOR A SPECIFIED LENGTH OF TIME FROM DATE OF PURCHASE AS SET FORTH BELOW.

GENERAL WARRANTY TERMS

- To file a claim, please contact the Authorized GlobalFair Point of Contact, in the format as prescribed at the time of filing the claim.
- This warranty applies solely to the first owner and only for the first installation of the product, does not cover for refurbished products and it is non-transferable. Any subsequent sale or transfer of ownership will result in warranty being voided. GlobalFair will not provide warranty coverage in such cases/ scenarios.
- Following the submission of a claim, GlobalFair reserves the right to conduct an inspection of the countertops and may ask for extraction samples for additional evaluation. Any unauthorized attempts to repair or replace the countertops without prior consent from GlobalFair will render this warranty null and void.
- Claims for wear must show a minimum dimension sized area. Countertops must be checked for defects before installation and under sufficient lighting and the pieces deemed defective must not be installed under any circumstance.
- GlobalFair only warrants the surfaces that are permanently installed and used in structures that have not been moved or altered from where they were originally installed.
- This limited warranty applies only to materials that have been paid in full.
- The Surfaces must be maintained, according to Care and Maintenance guidelines set forth by GlobalFair, to be eligible under this warranty. Abuse of any kind will void any claim that is made due to a defect.
- GlobalFair will either offer a refund or replacement of the defective products whichever is feasible to GlobalFair (Which at no additional charge to the buyer). However, GlobalFair would be excluded from any consequential damages, lost profits, or any other costs or damages. All of which are specifically excluded, including but not limited to labor, shipping, transport, disposal, or any costs associated with the product installation and related components including but not limited to



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plumbing, walls, flooring, fixtures, gas or electric appliances, and cabinets all of which are specifically excluded.

- This warranty does not cover the cost of installation, removal, subsequent damage, or transportation of the defective product, regardless of whether the work was performed by a contractor, service company, or consumer.
- GlobalFair reserves the right to replace the unit(s) in a way that is appropriate to GlobalFair's wishes in the case that GlobalFair and the buyer cannot reach an agreement on the cost or replacement method.
- GlobalFair reserves the right to substitute for discontinued products with the comparable alternative product in terms of styling and color that is available at the time a claim is submitted.
- This warranty is valid only for Engineered stone used for their intended purpose as countertop materials in residential and light commercial applications within the United States. The warranty covers products used strictly in accordance with their designated application and Installation Guidelines, and it is not transferable. Any use of these products outside of their specified purpose for countertops will render this warranty void.
- GlobalFair would not be responsible for any losses sustained or costs incurred that are reported after the expiration of the warranty period.
- Notification of any defects must be communicated in writing to GlobalFair within 30 days of discovery of the defect to qualify for limited warranty coverage. To initiate a claim under this warranty, please contact GlobalFair with details of the defects, accompanied by photos and the order number.
- No installer, retailer, distributor, agent, customer or any third party has the authority to alter or modify the obligations or limitations as stipulated in this warranty. Any original end user is bound by the obligations outlined in this warranty.

EXCLUSIONS

- This warranty does not cover any damages resulting from improper storage of the Engineered stone countertops, including but not limited to, (1) storage in wet areas or areas prone to flooding and water exposure; -GlobalFair recommends to store in dry environment away from direct sunlight; (2) damage caused by storing the countertops in direct sunlight, resulting in discoloration of the material; (3) deformations caused by stacking heavy objects on top of the countertops. Or any storage conditions deemed inappropriate in the given circumstance and environment.
- GlobalFair disclaims liability for issues including but not limited to: (1) countertops installed with visible defects; (2) installing trial grade material; (3) color or gloss inconsistencies between product samples, replacement products, illustrations and the actual product, as well as those resulting from the addition of material from a different lot supplied at a later date by GlobalFair; (4) not complying with GlobalFair's Installation Guide or requirements.



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- This warranty does not cover use for any commercial purposes. Commercial use includes but is not limited to, use in a store, rental properties, office, boats, steam rooms, swimming pools, or any other place of business and outdoor applications.
- This warranty does not cover when these surfaces are used as flooring material.
- This warranty explicitly excludes coverage for products that are deemed unsatisfactory by the customer post-installation due to personal preferences such as color, pattern, edging styles, or other subjective opinions.
- This warranty does not cover the Surfaces that have been moved from their original installation.
- This warranty does not cover chips, scratches, or other excessive impact damage in the product during its usage. The stones used by GlobalFair are very hard materials and are highly scratch resistant but not scratch-proof. Proper care must be exercised.
- This warranty does not cover routine maintenance. Routine maintenance includes but is not limited to, removing stains, dust and water spots.
- GlobalFair does not warrant any products that are used in weather conditions like heavy heat, cold or continuous moisture that are out of the ordinary limitations of the products. Direct and constant exposure to the sun may cause differences in the appearance of the material and therefore should be avoided.
- This warranty does not cover any discoloration due to placing hot pans, utensils directly on the countertops. These extreme heat conditions may change the color of the stone. Always use appropriate hot mats for placing the hot utensils. Refer to our Care & Maintenance guide.
- This warranty does not cover any failures during the transportation of the product by the customer.
- GlobalFair does not warrant failures due to the fabricator/ installer not following the prescribed fabrication and/or installation procedures. Improper fabrication and/or installation is the sole responsibility of the fabricator/ installer. Please contact your fabricator/installer for claims of this type.
- This warranty does not cover any failures due to inadequate support for the installation. This includes overhangs above the recommendations provided by GlobalFair which are inadequately supported.
- This warranty does not cover gloss level variances in the material derived from natural changes over time occurring in the different products.
- This warranty does not cover any chemical damage including but not limited to acid etching or other harmful chemical attacks.
- This warranty does not cover material that has been milled or reduced in thickness and/or altered any factory-applied finish.



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- This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the GlobalFair product covered under this warranty.
- GlobalFair is not responsible for any damages or injuries caused in whole or in part by acts of nature like floods, earthquakes, Tornadoes, job site conditions, architectural and structural movements, acts of vandalism, or accidents.
- When your new home is being constructed, the structural materials and various components are made to suit the requirements at the period of construction. When a house is completed, it will start to settle. Settling may cause structural movement of the house; this movement may affect the countertop as well. Examples: countertops may separate from the wall and may cause the caulking to crack and this is not warrantied.
- GlobalFair shall not provide any warranty for normal wear and tear of the product.

IF YOU HAVE CLAIM

Contact or reach out to the Authorized GlobalFair Point of contact or Retailer where you purchased the countertops and describe the issue. They will offer assistance in addressing your inquiries and, if required, initiate the claim process. If applicable, they will conduct an initial inspection of the issue. The findings of the inspection are required to be submitted to GlobalFair along with proof of purchase, a sample and/or clear photos of the defect, and/or any additional information GlobalFair might need to understand the cause of the issue.

WHAT GLOBALFAIR WILL DO

- If GlobalFair honors a claim under this warranty, GlobalFair will replace the product. Alternatively, GlobalFair might refund the cost of the material as mentioned in the claim.
- This warranty is limited to the designs, colors, styles, structures and SKUs available at the time of the repair or replacement. If the original product is no longer available, we reserve the right to substitute it with another design, color, style, structure or SKU that is similar to the original and of equivalent value.
- GlobalFair reserves the right to replace only the specific pieces of countertop that are subject to the claim or issue. The term 'replacement' in this Warranty does not imply the replacement of the entire material purchased, unless GlobalFair deems such action necessary.
- The determination of whether the warranty is to be issued will hinge upon the obligations fulfilled by the end user. This decision will be conclusive and binding on all parties involved. Adherence to our Installation Guide and Maintenance Guide is mandatory.

LIMITED NATURE OF WARRANTY AND LIMITATION ON DAMAGES:

THE CUSTOMER IS HEREBY NOTIFIED AND AGREES THAT GLOBALFAIR'S MAXIMUM LIABILITY FOR ANY CLAIMS OR DAMAGES ARISING FROM THE PURCHASE IS LIMITED TO EITHER REPLACING THE GOODS OR ISSUING A REFUND FOR THE PRODUCT THAT HAS BEEN



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ORDERED. GLOBALFAIR WILL NOT BE RESPONSIBLE, UNDER ANY CIRCUMSTANCES, FOR ANY CONSEQUENTIAL, SPECIAL, INCIDENTAL, ADDITIONAL, OR INDIRECT DAMAGES, INCLUDING INSTALLATION COSTS OR LOST PROFITS OR UNFORESEEN CONSEQUENCES, THAT MAY ARISE IN CONNECTION WITH PURCHASING AND USING THE PRODUCTS. THE LIMITED EXPRESS WARRANTY SET FORTH ABOVE IS THE SOLE WARRANTY THAT GLOBALFAIR IS MAKING. GLOBALFAIR HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. THE LIMITED EXPRESS WARRANTY, MOREOVER, APPLIES SOLELY TO THE ORIGINAL PURCHASER OF THE PRODUCT FROM GLOBALFAIR AND IS NOT ASSIGNABLE OR TRANSFERABLE. IT IS IMPORTANT FOR THE CUSTOMER TO CAREFULLY REVIEW AND UNDERSTAND AND AGREE TO THESE TERMS BEFORE MAKING A PURCHASE FROM GLOBALFAIR.

