



WARRANTY
CARD

Brilliant[®]
Quartz Surface Materials

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WARRANTY CARD

Customer Information

Dealer Name

Brilliant[®] used for

- ☐ Kitchen counter top
- ☐ Kitchen Sink (Model No.)
- ☐ Vanity Top & Bowl

Address

Telephone

Invoice Number

AGENT.No.HK.CHINA

Brilliant Quartz Surface Materials Care and Maintenance

Basic Care for your Quartz

Brilliant Quartz Surfacing Materials is blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean Brilliant Quartz Surfaces, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

Stains and Spills

Stubborn stains and spills can be removed by applying a non-abrasive household cleaner (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a non-scratch Scotch-Brite® pad is recommended.

Scratch

Brilliant Quartz Surface is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or other blades directly onto the surface.

Minimal Maintenance

Brilliant Quartz Surface's hard, non-porous surfaces require no sealing to renew its luster and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your surface looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

Heat Tolerance

Brilliant Quartz Surface is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 120°C (248°F). However, like all stone material, Brilliant Quartz Surface can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens.

Cleaning Substance to Avoid

It's important to be aware that like any other surface, Brilliant Quartz Surface can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean your surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

Brilliant Quartz Surface Residential 10 Year Limited WARRANTY

Dongguan Shihuan Building Materials Ltd. (Hereinafter referred to as the "EnviroWorld") will warrant from the original date of installation material that fails due to any manufacturing defect when fabricated and installed by a Brilliant Authorized Distributor or Fabricator. This warranty applies to the repair or replacement of failed material that has been permanently installed in your residence. The option to repair or replace the material is at the sole discretion of EnviroWorld or it's Authorized Distributors.

This Residential 10 Year Limited Warranty is available only to the original owner of a single family residence in which Brilliant Quartz Surface has been originally installed. In the case of a newly constructed single-family residence, this warranty is available to the "first" owner purchasing the residence with Brilliant Quartz Surface permanently installed and is transferable according to the terms and conditions stated below.

TERMS and CONDITIONS:

This warranty applies to product that was installed after March 15, 2017.

A. This warranty applies only to Brilliant Quartz Surfacing materials and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party, except EnviroWorld.

B. This warranty applies only to Brilliant Quartz Surfacing Materials that have been permanently installed in the interior of single-family residences and have not been moved from their original installation. If after or during installation you decide that you do not like the color or finish you selected, that decision is not covered under this warranty.

C. This warranty does not cover any residence where the owner is not the occupant.

D. This warranty does not cover materials and/or services that have not been paid in full.

E. This warranty applies only to materials that have been maintained according to the Brilliant Care & Maintenance guidelines. Care & Maintenance guidelines are available at www.brilliantsurfacing.com.

F. To request service under this warranty you must contact the company who sold you Brilliant Quartz Surfacing Material or contact EnviroWorld directly info@brilliantsurfacing.com within thirty (30) days of the failure of Brilliant Quartz surfacing materials.

G. Following installation, you must register your product within thirty (30) days in order to activate your warranty. Download your warranty registration from www.brilliantsurfacing.com and send it back via email or postal mail to your local distributor. In the event that no record of your warranty is on file, you must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the Owner and Brilliant Authorized Dealer. Upon receipt of your original receipt or invoice showing

the name of the Owner and Brilliant Authorized Dealer, EnviroWorld will fully honor this warranty even though no warranty is on file. You must agree to cooperate with EnviroWorld or its authorized agents in the inspection of the product and assist us in efforts to perform our obligations under this warranty.

H. This warranty is non-transferable.

I. In the event that Brilliant Quartz Surfacing Materials fail due to a manufacturing defect, EnviroWorld will, at its sole discretion, repair or replace such materials. EnviroWorld will seek to obtain the best possible result, whether we decide to repair or replace your installation. However, exact color match is never guaranteed. All decisions regarding this warranty are at the sole discretion of EnviroWorld. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of EnviroWorld with respect to Brilliant Quartz Surfacing products.

EXCLUSIONS:

1. 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 or any other place of business.
2. This warranty does not cover products installed in any outdoor application.
3. This warranty does not cover products used as flooring material.
4. This warranty does not cover improper use or abuse. Improper use or abuse includes, but is 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.
5. This warranty does not cover chips or other excessive impact damage in the product.
6. This warranty does not cover scratches. Brilliant Quartz Surfacing is a very hard material and 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.

7. This warranty does not cover routine maintenance. Routine maintenance includes but is not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the Care & Maintenance Guidelines at www.brilliantsurfacing.com.

8. This warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined by EnviroWorld. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.

9. This warranty does not cover any defects that were visible at the time of fabrication and were not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.

10. This warranty does not cover seam appearance or seam performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation or cracking are the shifting or movement of the substrate, cabinets or foundation, and thermal shock. Thermal shock can occur when a hot pan, 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.

11. This warranty does not cover any chemical damage.

12. This warranty does not cover any creative use of the material including bending or curving.

13. This warranty does not cover material that has been milled or reduced in thickness.

14. This warranty does not cover the installation of sinks.

15. This warranty does not cover securing mechanical fasteners directly into the material.

16. This warranty does not cover any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by Brilliant Quartz Surfacing which are inadequately supported.

17. This warranty does not cover any chips or cracks that are a result of “dry” cutting or polishing.

18. This warranty does not cover chips or cracks that are a result of not following the minimum requirements for edge details.

19. This warranty does not cover mitered edges where the joint is not cut correctly.

20. This warranty does not cover the altering of any factory applied finish.

21. This warranty does not cover additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the Brilliant Quartz Surfacing product covered under this warranty.

22. This warranty does not cover natural variations in the color, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Color samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.

23. This warranty does not cover what is referred to as spots or blemishes smaller 1.5cm in diameter. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.

24. EnviroWorld is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, and architectural/engineering design, and structural movement, acts of vandalism or accidents.

EnviroWorld shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damages, so the above limitations or exclusions may not apply to you.

The foregoing is the complete warranty for Brilliant Quartz Surfacing Materials and supersedes all other warranties and representations, whether oral or written. Except as expressly set forth above, no other warranties are made with respect to Brilliant Quartz Surfacing Materials and EnviroWorld expressly disclaims all warranties not stated herein, including, to the extent permitted by applicable law, any warranty that may exist under national, state, provincial or local law including but not limited to any implied warranty of merchantability or fitness for a particular purpose.

This warranty gives you specific legal rights, and you may also have other rights which vary from country to country.

For more warranty questions, please contact us at www.brilliantssurfacing.com