



KOVA

LETTER OF WARRANTY

Countertops

KATERRA LIMITED WARRANTY

Product Category: Countertops

Katerra warrants that the product category listed above will be free of defects in material and workmanship when properly installed and serviced during normal residential or light commercial installation applications per the table below. The warranty start date is measured from the date of installation.

Countertop Material	Warranty Period
Laminate	Owner-Occupied Single-Family Residential: 1-Year Multi-Family Residential & Light Commercial: 1-Year
Quartz	Owner-Occupied Single-Family Residential: 15-Years Multi-Family Residential & Light Commercial: 5-Years

Subject to the terms and conditions listed below, Katerra will repair, provide a replacement part or product, or refund the original purchase price for defective products during the warranty period. The decision to resolve warranty defects by repair, replacement, or refund will be made at Katerra's sole discretion. Katerra recommends using a licensed professional for all installations or repairs.

THE FOLLOWING CONDITIONS ARE NOT COVERED BY THE LIMITED WARRANTY:

1. Faults or damage caused by installation error, improper maintenance, neglect, altering, tampering, or careless operation or handling of the products that are not in accordance with Katerra instructions or specifications, or if it is used for other than the intended purpose after the product has been delivered and accepted by the receiving party – whether performed by a contractor, service company, or yourself.
2. Surface cracking due to an external force or interaction such as impacts, uneven cabinets or flooring, structural settling or movements, improper installation, or other conditions in the home that may cause the countertop surfaces to shift. Therefore, cracks or chipping due to impact from heavy objects, and movement, shifting, settling of support structure below the countertop or flooring surface (cabinets, flooring, foundation, etc.), are not covered by this warranty.
3. Damage caused by using cleaners not in compliance with cleaning recommendations. Defects arising from improper care and cleaning of the product not in compliance with the guidelines provided by Katerra (see below). Improper care and cleaning includes using abrasive cleaners or steel wool scouring pads, cleaners containing acids, alkali or bleach; oven and metal cleaners, "magic" erasers, chlorine bleaches, lime or mineral cleaners, etc. Hair dye will damage the countertop and is not covered under Katerra's warranty.
4. Normal wear and tear due to the normal aging of the product, including parts that are expected to deteriorate over time. Gloss reduction, scratching, abrasions, deterioration (due to the use of paints, solvents, or other chemicals), staining or alkaline etching of the finish over time due to use, cleaning practices, or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.
5. Temporary marks on the products, including but not limited to metal marks, fingerprints, smudges, or other temporary marks made by household utensils.

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6. Surface scratches. Quartz is an extremely durable material and is scratch resistant but not scratch proof. Reasonable care should be taken, including the use of a cutting board.
 7. Water damage to laminate countertops. Do not allow water, wet rags, plants, dish racks, or appliances (ex., coffee makers) to sit on or near deck seams or edges of your laminate countertop. Doing so can cause the seam to bubble and swell. When washing the laminate countertop, dry the area immediately; do not allow water to sit. Dishwashers must be positioned forward enough as to not allow hot steam to penetrate the substrate and swell it. Because all the aforementioned damage is caused by moisture, it is not covered under warranty.
 8. Products that the customer decides they do not like after installation due to color, styles, or other opinions based on personal preference.
 9. Cosmetic damage not reported in the first 48 hours after delivery. All products must be inspected before installation. Installation of products with visual defects or nonconformities apparent before installation voids this warranty.
 10. Damage caused after delivery, including damages to the finish of the product or home incurred during installation, including but not limited to floors, cabinets, countertops, walls, etc.
 11. Damage from children, animals, bacteria, fungus, or insects.
 12. Damage from installation adjacent to a heat source with insufficient airflow or insulation to diffuse the heat.
 13. Sunlight, smoke, household cleaners, and other environmental conditions may also affect the color match over time. These variations are the nature of the material in relation to their environmental exposure and are not covered by this warranty.
 14. Unless specifically stated otherwise, this product is not approved for the following installation applications: aircraft, watercraft, recreational vehicles, outdoors, indoor swimming pools or hot tubs, saunas, steam rooms, greenhouses, walk-in freezers or refrigeration units, or other extreme environments.
 15. This product is not approved for use as a flooring material.
 16. Thermal Shock: Heat in excess of 212° Fahrenheit (100° Celsius). Heat damages include, but are not limited to, excessive heat due to heaters, electric cook pots, frying pans, coffee pots, appliances, tabletop grills, cigarettes, clothing irons, hair curling irons, etc.
 17. Cosmetic irregularities of the installed product due to compromising install situations, such as uneven walls.
 18. Seam performance or seam appearance, adhesives, caulks, or any 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, foundation or thermal shock.
 19. The maximum overhang for quartz countertop is 10". Any overhang greater than 10" requires supplemental support

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20. Force Majeure: Loss, damage, or injury caused in whole or in part by natural calamities or acts of God.
21. Labor: This limited warranty is for material only and does not cover labor charges – including installation, removal, and reinstallation, or other incidental or consequential costs associated with surrounding material such as countertops, walls, ceilings, paint, cabinets, or flooring. The original purchaser may be covered by a separate workmanship or installation warranty from the general contractor or licensed professional who installed the product.
22. Industrial/Commercial Use: Unless specifically stated otherwise, this limited warranty is extended to light commercial applications – including multi-family apartment units, schools, professional office buildings, retail, student housing, employee housing, hospitality guest rooms, and other similar installation applications only. Excluded from this limited warranty are industrial or heavy commercial operating environments and usage scenarios that significantly differ from normal residential usage patterns and operating conditions. Examples include industrial/manufacturing workspaces where employees are regularly required to wear personal protective equipment (hard hats, safety glasses, protective coveralls, etc.), professional kitchens & restaurants, food service, laundromats, hospitals, laboratories, and other high-volume, heavy-use, harsh or chemically caustic environments. If you have questions about the suitability of this product for your particular installation application, please contact your Katterra sales representative before purchase and installation.

Repair or replacement costs for any circumstances not covered by this warranty shall be borne by the customer.

Katterra reserves the right to alter designs, specifications, and materials without obligation to make similar changes to products previously manufactured. The repair or replacement under warranty is contingent upon the current product offerings, styles, and construction options within the Katterra products at the time of the warranty claim. If a warranty claim is filed after a Katterra product becomes obsolete (is no longer in production), Katterra reserves the right to honor the warranty in one of the following ways:

- To replace the affected product with a new product of the same style.
- To replace the affected product to achieve a uniform appearance with a similar and comparable product style of the originally purchased style.

If components are replaced, Katterra cannot guarantee that the finish of these replacements will exactly match the finish and appearance of the other components in the installation application. This is due to the changes that occur during the products' natural aging process, affecting its color and/or grain, as well as inherent differences in paint, stain, and dye lots for products produced at different times.

This warranty is not in force until full payment has been received for the covered products.

This warranty is not a statement of the expected useful life of any KOVA product.

Replacement parts can be new or remanufactured. Repaired parts or replacement products are warranted for the remaining portion of the original product's warranty period. The original warranty period is not extended by repair or replacement activities. Defective parts must be made available to Katterra in exchange for the replacement parts and become the property of Katterra.

This warranty is extended to the original purchaser or owner at the original installation location in the United States and is non-assignable and non-transferable.

Katterra's total liability or cost, for the life of this warranty, is limited to, and capped at, the original purchase

price of the warranted product(s) – whether the claim is based on strict liability, negligence, breach of warranty or any other theory or cause of action.

DISCLAIMER OF IMPLIED WARRANTIES

TO THE EXTENT PERMITTED BY LAW, ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, IMPLIED WARRANTY OF NON-INFRINGEMENT, AND ANY WARRANTIES ARISING OUT OF COURSE OF DEALING, COURSE OF PERFORMANCE, OR USAGE OF TRADE, ARE DISCLAIMED. UPON THE EXPIRATION OF THE ABOVE STATED LIMITED WARRANTY PERIOD, ANY AND ALL APPLICABLE IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED ALSO EXPIRE. NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED FROM KATERRA OR ELSEWHERE, WILL CREATE ANY WARRANTY NOT EXPRESSLY STATED IN THESE TERMS.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

LIMITATION OF REMEDIES – EXCLUSION OF INCIDENTAL AND CONSEQUENTIAL DAMAGES

THIS WRITTEN WARRANTY IS YOUR EXCLUSIVE WARRANTY FROM KATERRA AND REPRESENTS THE SOLE REMEDY TO THE OWNER OF KATERRA PRODUCTS EXCEPT AS OTHERWISE REQUIRED BY LAW. KATERRA MAKES NO OTHER REPRESENTATIONS, WARRANTIES OR GUARANTEES OF ANY KIND OTHER THAN THOSE STATED EXPLICITLY HEREIN. THE WARRANTIES AND REMEDIES PROVIDED HEREIN ARE LIMITED IN DURATION TO THE EXPRESS WARRANTY PERIOD PROVIDED HEREIN UNLESS A SHORTER PERIOD IS PERMITTED OR REQUIRED BY LAW. KATERRA DOES NOT ASSUME AND SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LABOR COSTS TO REMOVE AND/OR REPLACE PRODUCT, AND ANY OTHER HARM TO THE BUILDING, ITS CONTENTS OR ITS OCCUPANTS, OR TO ANY OTHER PERSONS OR PROPERTY, WHETHER FOR BREACH OF THIS WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER CLAIMS DERIVED IN TORT, OR FOR ANY OTHER CAUSE.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

WARRANTY CLAIMS

To submit a warranty claim:

Web: www.warranty.katerra.com

Mail: Kattera Warranty Department
9305 E Via de Venture, STE 200
Scottsdale, AZ 85258

Product description and proof of purchase are required to support any warranty claim.

Please follow Kattera's maintenance guidelines below when caring for your countertop.

CARE & MAINTENANCE OF QUARTZ COUNTERTOPS

Kattera quartz countertops are virtually maintenance-free. They do not need to be sealed, and cleaning is simple and easy – simply wipe the surface with soap and water regularly to maintain its beauty and shine for years to come.

DIFFICULT SPILLS

To remove difficult spills, soak the area for 10 minutes with a mild household cleaner (such as Formula 409®, Lysol®, or Windex®), then rinse and clean away with a soft cloth. Do not use any cleaners that contain abrasives as it will dull the surface of your polished quartz countertops. For stains that harden as they dry, such as food and gum, remove by gently scraping off of the surface (single edge razor blade) and then clean using warm water and soap.

HEAT PROTECTION

Quartz countertops are resistant to heat and can withstand moderate temperatures for brief periods without being damaged. As with any natural stone, however, certain exposure to heat may cause cracks due to thermal shock. Always use a trivet to place hot items on your quartz countertop. Do not use crock pots or electric skillets while in direct contact with the natural quartz surfaces.

HARSH CHEMICALS TO AVOID

The following will harm quartz countertops: Drano®, Liquid Plumber®, oven cleaners, and floor strippers. Do NOT use these or any other harsh chemicals on your natural quartz surface.

SUNLIGHT EXPOSURE

Continuous long-term exposure to direct sunlight (UV rays) may result in slight discoloration of natural quartz surfaces.

GENERAL PRECAUTIONS

- To prolong the life of your knives, always use a cutting board. Natural quartz is one of the hardest minerals found in nature, making it highly scratch-resistant. That same hardness may dull the sharpness of most knives.

CARE & MAINTENANCE OF LAMINATE COUNTERTOPS

- Avoid cutting directly on the laminate countertop with knives or sharp objects. Always use a cutting board or mat.
- Do not drop or hit the countertop directly with hard utensils to avoid permanent scratches or dents.
- Do not slide abrasive materials across your countertop, such as earthenware dishes, to avoid permanent scratches to the finish, especially a gloss finish, or to the laminate countertop itself.
- Do not place hot objects, such as a frying pan, directly on the laminate countertop.
- Always use a trivet.

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- Avoid the use of small appliances, such as coffee pots, that may cause heat or moisture damage near any seams or edges.
 - Keep all laminate joints, seams, and sink frame areas dry. Clean liquid spills in these areas immediately. Not doing so could cause moisture damage and swelling.
 - Cooktop ranges must be elevated high enough as to not allow direct heat or fumes to damage the edges of the laminate countertop.

HOW TO CLEAN YOUR LAMINATE COUNTERTOP

- To clean your countertop, use a damp cloth and a mild soap or detergent. Immediately dry the countertop – pooling water may eventually soak in and cause damage.
- Immediately clean up spills with a cloth; if needed, use a mild detergent and warm water to clean. Dry immediately.
- For tougher stains, use a mild detergent and a soft-bristled brush. Dry immediately.
- Laminate countertops can be dusted with non-oily furniture spray or specific countertop cleaning sprays.
- Do not use abrasive cleaners or scouring pads or cleaners containing acids, alkali, or bleach. Avoid spilling drain cleaner, textile, or food dyes on your laminate countertop as this can stain your laminate countertop.

Follow these guidelines to keep your Katterra countertops beautiful for many years to come.