



**DISTINCTIVE
SURFACES**
NATURAL STONE DESIGNS
1917 LAUREL STREET
COLUMBIA, SC 29201
803.250.5057

Warranty, After-Install, and Cleaning/Care and Maintenance Instructions

AFTER INSTALL

Tips after Install

After install, we recommend you wait 24 hours before cleaning your stone tops or reconnecting plumbing so all sealer has adequate time to penetrate the stone and the adhesive material around your sink can fully cure. Once you go to clean it, you may see excess sealer on the stone. In this case, you will need to clean it using a cloth rag (not paper towels) and stone cleaner. You will need to use some "elbow grease" when cleaning. In some cases, you may need to use denatured alcohol to remove excess sealer. There may also be silicone on the granite. If so, a razor can be gently used to remove the excess.

We have taken every step possible to ensure the structural integrity of the stone prior to and during installation. We recommend that all countertops are covered and protected after installation until all other trades have completed work. Abuse (sitting, standing or any other activity other than "normal daily countertop use") and negligence by other trades, people, or the end user are not covered under the Distinctive Surfaces Warranty. Normal daily countertop use is defined as cooking and cleaning.

Care and Maintenance

Cleaning

Your natural stone should be cleaned with a pH neutral cleaner designed to be used on natural stone. Our favorites include Method's Daily Granite and Simple Life's Take It for Granite, though there are many good cleaners that fit this description on the market. We do not recommend acidic (vinegars), alkaline (such as bleach or ammonia), or abrasive cleaners for use on your counters. We do not recommend soap and water for cleaning either. General cleaners not specifically designed for natural stone are not recommended. These non-recommended cleaners may etch away the polish, discolor the surface, build up over time, scratch the stone, or degrade the sealer.

Stone Care "DO's"

- Use coasters under all glasses, especially if they contain alcohol or citrus juices.
- Use trivets or mats under hot dishes or cookware.
- Dust countertops, islands, vanities and other stone surfaces frequently.
- Blot up spills (even water spills) immediately to minimize permanent damage to the stone.
- Clean surfaces regularly with neutral cleaners designed for stone.
- Be aware that some common toiletries (i.e.- perfume, toothpaste, mouthwash, and some soaps) contain acids and/or other ingredients that may damage the stone surface or degrade the sealer.

Stone Care "DON'Ts"

- Use vinegar, bleach, ammonia, other general purpose cleaners, bathroom cleaners, or tub and tile cleaners.
- Use abrasive cleaners such as dry cleansers or soft cleansers.
- Use alkaline cleaners not specifically formulated for stone.
- Leave spills (even water spills) to be cleaned up later.
- Assume a sealer will protect softer stones from etching.

WARRANTY

Warranty

Distinctive Surfaces warrants that all custom fabricated granite, marble, Quartz and other stone products ("Products") will be free from defects in workmanship under normal daily countertop use (defined as cooking and cleaning) for a period of one (1) year from the date of installation (the "Warranty Period"). During the Warranty Period, Distinctive Surfaces will repair, at its own discretion, products found to be defective. Abuse (including sitting, standing or any other activity other than "normal daily countertop use", such as cooking or cleaning), misuse, improper cleaning, improper care and maintenance, and negligence are not covered under the warranty.

Warranty Limitations

Granite, limestone, marble, travertine and any other natural stones are products of nature, many of which are crystalline in structure. They are inherently subject to variations in color, veining, pitting, fissures, consistency, surface texture, and/or other natural occurrences associated with natural stone, none of which are structural defects. These characteristics enhance the natural beauty of the stone and do not impair the durability of the product. Natural stones and quartz, while generally durable, still may scratch and are not "bulletproof". Marbles, slates, travertines, limestone, and other softer stones may be more prone to scratching and etching than other stones. Highly acidic substances such as orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks can etch marble, limestone, travertine, and granite. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction that may leave a dull mark. Etching is not covered in the warranty. Distinctive Surfaces expressly excludes from this Warranty any of the above listed natural occurrences in its products, as well as any scratches, chips, or damages that occur after install is complete.

I have been given and understand the information listed in this document

Customer Signature

Date

Printed Customer Name