



Braco Sales Inc. (dba. Braco Stone) &
Prevent Home Products, LLC

Standard Warranty Terms 2011

2011-2012

BRACO STONE provides a Standard Warranty at no cost to the original Owner of the installed BRACO STONE product for a period of 5 years. Unlike the standard quartz warranty, BRACO STONE provides customers with an extended Warranty that covers installation and fabrication defects of quartz and granite countertop products.

The Warranty covers the countertop product shall be free from manufacturing and installation defects for so long as the original Owner owns the product. This Warranty can be transferred to a new owner only if Braco Stone inspects granite at time of transfer to new owner. This will incur the new owner a cost of \$300 for inspection and warranty renewal. Although the product is carefully inspected prior to shipping and after installation, it is the Owners responsibility to thoroughly inspect the product upon receipt.

Any damage to the product thereafter not due to installation or manufacture defect is the responsibility of the Owner.

This Standard Warranty covers only BRACO STONE products fabricated and installed by BRACO STONE certified fabricators and installers. Any purchase of a BRACO STONE fabricated and installed product is included in the Warranty except for the following BRACO STONE products: Shower Walls, Slab Floors, Sills, Commercial Applications, Shower Pans, and Exterior Cladding Panels.

The Warranty does not cover product where damage is occurred by the countertop usage or structural support problems. The product may not be removed, adjusted, or modified from the original installation position by the BRACO STONE Certified Installer; any adjustments or modifications of the BRACO STONE product will void this warranty.

GENERAL TERMS AND CONDITIONS OF THE STANDARD WARRANTY

This warranty is Limited. The Owner's sole and exclusive agreement against BRACO STONE shall be at the sole option of BRACO STONE, to repair or replace the defective countertop based on the installation, or refund the purchase price of the particular countertop. Any costs above the original purchase price for the sqft replaced may be charged to the owner of the countertop.

The replacement cost will be paid based on the price BRACO STONE was paid by the particular customer, vendor, or contractor that paid for the product. Replacement refunds do not include markups paid by the customer to the vendor, dealer, or contractor. The replacement cost is only paid on the sqft being replaced.

The owner of the countertop is paid for the sqft that would be replaced. Meaning, the total cost of repayment is for the sqft replaced, not the cost of the entire project.

All additional charges shall be charged to the owner of the countertop and be paid in full before replacement occurs.



The Warranty is limited to BRACO STONE. Meaning, no representative, account manager, dealer, employee, or installer is authorized to make, modify, or change this Warranty. No agreement orally or written, in any way or form, is authorized to change this Warranty from the original warranty writing other unless modified and signed by Owners of BRACO STONE, Graham Bray, Mark Bray, or Scott Bray.

BRACO STONE holds the rights to cancel all Warranty Claims at any time without any sufficient reason/reasons.

EXCLUSIONS

This Warranty shall be null or void unless the product is paid in full. If the product was bought through a BRACO STONE dealer or vendor, it is the owner's responsibility to ensure BRACO STONE was paid in full from the vendor for the owner's countertops. Non-payment from a vendor, dealer, or contractor voids the warranty even if the owner paid the vendor, dealer, or contractor in full for the product.

The Warranty covers manufacturing and installation defects. This warranty does not cover abnormal use, misuses or physical or chemical abuse or exposure. Direct or sustained heat or rapid change in temperature, exposure to chemicals, force, pressure applied by a person or object, or cracks, chips, or scratches from regular use.

This warranty does not cover insufficient or poorly designed support, cabinets, structures that may cause damage, cracks, fishers, or chips to the countertop.

The warranty does not cover BRACO STONE countertop product installed in moving vehicles including, but not limited to water craft, ships, boats, aircraft, trailers, or RV's.

This warranty does not cover cost beyond the cost of the countertops and replacement. Tear out, freight, demolition, and disposal may occur extra charges.

BRACO STONE is not responsible for any damages, injury, loss of rental income, job site conditions, structural movements, or accidents that might occur from replacement of a countertop or existing countertop usage.

All Warranty claims must be made within 15 days of when the owner knows a warranty claim must be made.

This warranty does not cover stains on light and white color stones; and does not cover any damage occurred by chemical use on the countertops.

This warranty does not cover countertop exposed to excess sun light or outdoor countertop applications.

This warranty is void if BRACO STONE determines the proper maintenance according to the Marble Institute of America standards was not followed.

RIGHTS OF BRACO STONE TO REQUEST & INSPECT

In order for BRACO STONE to fulfill its warranty agreement, BRACO STONE may request the following:



BRACO STONE's territorial account manager must be given sufficient time to inspect the countertop, evaluate, and respond to any Warranty Claim.

BRACO STONE may request photos by the owner of the countertop to be presented to BRACO STONE before an on-site inspection may occur. Failure of delivery of photos will result in inspection delays and/or inspection cancellation.

If BRACO STONE determines from submitted photos by the countertop owner that the countertop product is not covered under warranty; The countertop owner will be charged a \$70.00 hour service charge for site inspection or job site repair; including, but not limited to fuel surcharges, energy surcharges, travel time, and/or drive time.

BRACO STONE has the sole rights to determine the outcome of the warranty action.

REGISTRATION AND SERVICE

To register for the Warranty, you must email BRACO STONE at braco@bracostone.com or call 816-471-5005

You must submit or have the following information available:

Full Name

Warranty Number

Address of product

Contact Number

Date of purchase

BRACO STONE store number and/or Dealer, Vendor, or Contractor Location

Color of countertop

Edge of countertop

To make a claim or obtain a warranty, you must call 816-471-5005 or write to 1414 Wyoming St, Kansas City, MO 64105. The following information must be available and presented:

Full Name

Warranty Number

Address of product



Contact Number

Date of purchase

BRACO STONE store number and/or Dealer, Vendor, or Contractor Location

Color of countertop

Edge of countertop

Questions? Call customer service at 816-471-5005 or email customer service at Braco@bracostone.com

Official mailing address:

Braco Stone

1414 Wyoming St.

Kansas City, MO 64105