



ITAKA  
STONE

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# Warranty Itaka Stone

*Made in Italy*

# WARRANTY

Itaka Stone warrants its products as having total suitability for indoor domestic or commercial applications including kitchen countertops, bathroom vanities, bar or food serving areas.

Produced by vibro-compaction in a vacuum and high pressure, slabs are produced without capillary pores or cracks. Itaka Stone engineered quartz products are guaranteed to have the following physical characteristics:



## ABSORPTION

Water absorption/  
porosity value less  
than 0.05



## SCRATCH

Scratch resistance with surface  
hardness value of 7.6 on MOHS  
scale and Abrasion resistance  
class IV – very similar to porcelain.



## RESISTANCE

Resistance to all  
food acids & all  
food stains



## STRENGTH

A flexural strength  
value of 48mp

**Minimum care – requiring no sealing or waxing on all polished finish.**



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## **VALIDITY OF THE WARRANTY:**

### **25-year Residential and Commercial Limited Warranty.**

Itaka Stone guarantees that our material will be free from manufacturing defects which adversely affect the installation of Itaka Stone during the indicated period. Itaka Stone has the right to repair or replace any material it deems defective, at its sole discretion.

## **GENERAL CONDITIONS:**

- Itaka Stone is made with pure natural quartz. Variation in the natural stone color, pattern, size, shape and shade are inherent and unique characteristics to be expected with this product. Samples are small select cuts from a slab; they do not exhibit all the characteristics of a complete slab and therefore are not fully representative of what will be installed.
- The purchaser and/or the fabricator or professional are responsible to inspect each selected slab. Material with visible manufacturing defects must not be manipulated, cut or installed. Should the damage occur after installation, it is the responsibility of the owner.
- This warranty is only applicable to Itaka Stone products which have been permanently installed indoors and have not been moved from the original installation.
- **Customer will register the product at [www.itakastone.com](http://www.itakastone.com) to activate the policy**, maximum 6 months after the purchase. Customer is responsible for entering accurate information, otherwise product might not be properly warranted.



- The original receipt of the purchase could be required anytime by Itaka Stone. In the case of acquisition of a new house, Itaka Stone honors the real estate purchase contract as the original receipt.
- This warranty is personal and non-transferrable to the natural person that registers their personal data according to the instructions given in the registration form.
- To obtain assistance during the validity of the warranty, customer will contact the commercial establishment where the product was purchased or alternatively, customer may contact Itaka Stone.
- To assess a claim, the policyholder will allow professionals accredited by Itaka Stone to enter wherever the product is installed to examine it and take pictures of the material and installation.



## **EXCLUSIONS:**

- Products which have not been paid in full are excluded from this warranty.
- This warranty does not cover Itaka Stone products installed outdoors.
- Itaka Stone does not have control over, including but not limited to, handling, templating, fabrication, support requirements, manipulation, cutting, polishing or installation. Any incidental or consequential damage arising from these activities is excluded from this warranty.
- This warranty does not cover costs involved in a replacement.
- Manufactured defects that were, or should have been, known and/or visible by professionals at the time of installation, including but not limited to, differences of color or tone, flatness deviation or visual imperfections are excluded from this warranty.
- Damage caused by improper use of Itaka Stone such as exposition, in use or otherwise, to abrasive or strong alkaline or acid or free radicals or oxidizers or the like are excluded from this warranty. Damages caused by exposure to rapid changes of temperature, excessive or continued heat, weather or ultraviolet light, force or pressure are excluded from this warranty. Detailed information of correct use can be found at Itaka Stone Care and Maintenance.
- Seams are visible on Itaka Stone products. This warranty does not cover appearance of seams.
- This warranty does not cover flooring applications, areas intended for the transit of persons and/or machinery. Neither wall cladding, decorative walls, wet areas, fireplace surround or similar.

**No other entity but Itaka Stone is authorized to offer any warranty agreement related to Itaka Stone quartz products.**





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