



Home Depot Countertop Program Warranty Term Acceptance



Store Number: _____ **PO Number:** _____

In order to complete the registration process, please provide your completed paperwork to one of the following:

Email:

HDWarranty@daltile.com

Mail to:

Daltile Countertop Warranty Registration
7834 C. F. Hawn Freeway
Dallas, TX 75217

Fax to:

214-309-3146

** If there are more than two products that need to be registered with your warranty, feel free to provide the requested info on the back of this form or in your email to our administrators.

Customer Information

*Indicates required fields

Customer Name*

Street Address*

City*

State

Zip Code*

Phone Number*

Email Address*

Product Information

Product 1

Product 2

Date Installed #*

Date Installed #*

Product Color*

Product Color*

Serial/Document #*

Serial/Document #*

Order #*

Order #*

I accept the terms and conditions of the Home Depot Countertop Program.

Customer Signature*

Date*



Installation Professional's Waiver and Release of Lien



Store Number: _____

PO Number: _____

Customer Information

Customer Name

Street Address

City

State

Zip Code

Phone Number

Email Address

Fabricator Information

Fabricator Name

Title

Company Name

Address

Phone Number

Email Address

Product Information If there are more than 2 products in your installation, feel free to provide the requested info on the back of this form.

Product 1

Date Installed #

Product Color

Serial/Document #

Order #

Product 2

Date Installed #

Product Color

Serial/Document #

Order #

Waiver. Upon receipt of the undersigned of a check from Home Depot USA Inc ("Home Depot") on behalf of the customer named above, and when the check has been properly endorsed and has been paid by the bank upon which it is drawn, this document shall become effective to waive, relinquish, and forever release any right of the undersigned to a mechanic's lien, stop notice, or any rights against a labor or material bond on the job performed for the customer and the service address listed above. The undersigned represents that all laborers, mechanics, and materialmen furnishing services or materials on the job either have been or will be fully paid for the service or materials.

Release and indemnification. The undersigned agrees to cause the prompt release of any items that may be filed against the said premises by any laborer, mechanic, or materialman claiming the right to file such lien through or under the undersigned. The undersigned further agrees to hold harmless and indemnify Home Depot, the customer named above, and the owner of title to said premises, from and against all costs and expenses arising from or by reason of such lien or the release or discharge thereof. This waiver releases and covers the final payment of the job, except for disputed claims for extra work.

Acknowledgement. The undersigned acknowledges and agrees to the above terms and conditions.

Fabricator's Signature*

Date*

Fabricator's Name (Print)*



Customer Approval



Store Number: _____

PO Number: _____

Fabricator Information

Customer Information

Fabricator Name: _____

Customer Name: _____

Title: _____

Street Address: _____

Company Name: _____

City: _____

Address: _____

State: _____

Zip: _____

Phone Number: _____

Phone Number: _____

Email: _____

Email: _____

Product Information If there are more than 2 products in your installation, feel free to provide the requested info on the back of this form.

Product 1

Product 2

Date Installed #: _____

Date Installed #: _____

Product Color: _____

Product Color: _____

Serial/Document #: _____

Serial/Document #: _____

Order #: _____

Order #: _____

Customer Comments:

Fabricator Comments:

WARNING: DO NOT SIGN THIS FORM UNTIL ALL SERVICES HAVE BEEN SATISFACTORILY PERFORMED AND MATERIALS SUPPLIED OR GOODS RECEIVED AND FOUND SATISFACTORY.

Customer hereby certifies and warrants that all of the work listed above in the Description of Installation and/or Service has been full completed in accordance with the contract between Customer and The Home Depot unless expressly noted in the comments section above. Customer further certifies and warrants that he or she has personally inspected the completed work and the materials provided by the Installation Professional prior to signing this form and represents that such work and materials were found satisfactory unless expressly noted above.

Customer Signature*

Date*

Customer's Name (Print)*

Fabricator Signature*

Date*



Warranty Registration Transfer



This form is provided for use in the event of sale or transfer of ownership of the home in which the Countertop is installed. Warranty transfer must be completed within 60 days of the new owner purchasing the property in which the Countertop is installed.

To register the transfer of your warranty, contact our administrators at the email address provided or complete the sections noted below and check the Customer Signature Box to agree to the warranty terms and conditions. Then you may mail or fax it, along with proof of the home transfer, per the information below:

Email:
HDWarranty@daltile.com

Mail to:
Daltile Countertop Warranty Registration
7834 C. F. Hawn Freeway
Dallas, TX 75217

Fax to:
214-309-3146

Once your information has been validated and updated, you will receive an email notifying you when the warranty registration has been validated. This validation process is normally complete within five business days.

If there are more than 2 products that need to be transferred, feel free to provide the requested info on the back of this form.

Warranty #: _____

Product Information

* Indicates required fields

Product 1

Date Installed #*

Product Color*

Serial/Document #*

Order #*

Product 2

Date Installed #*

Product Color*

Serial/Document #*

Order #*

New Registered Owner Information

Customer Name*

Street Address*

City*

State*

Zip Code*

Phone Number*

Email Address*

Date of Ownership Transfer*

- I became the owner of the property in which the Countertop is installed on the date entered above.
- I have read and agree to the warranty terms and conditions.
- I certify that the Countertop is in good repair as of the date of the ownership transfer entered above and that there are no unreported or unresolved Covered Claims existing as of the date of ownership transfer.

Signature*

Date*



WARRANTY COVERAGE

Daltile Corporation ("Daltile") warrants to registered owner (the "Registered Owner") of a Daltile natural stone countertop (the "Countertop")*. The Countertop will be free from material integrity defects under normal conditions and use and stain resistant to stains caused by common food and beverages ("Covered Claims") for a period of 15 years from the date of installation of the Countertop (the "Warranty Period"). *Daltile Marbles are not warranted.

REQUIREMENTS

To receive coverage under this limited warranty, the Countertop must be:

- Owned by a Registered Owner;
- Paid for in full, as evidenced by a valid proof of purchase (the original receipt for the purchase of the Countertop from the retailer/installer from which the original Registered Owner purchased the Countertop);
- Installed by a fabricator/installer using StoneGuard HD sealing system in accordance with established industry standards, as evidenced by fabricator/installer sign ure on warranty registration form certifying such installation;
- Registered within 60 days of installation of the Countertop.

The fabricator/installer must begin the warranty registration by completing the fabricator/installer and product sections of the warranty registration form on line. The owner of the Countertop becomes a Registered Owner by completing the warranty registration form in one of three ways:

1. Visit <http://warranty.daltileproducts.com> and complete the form online, OR
2. Complete the accompanying document and fax it to: DALTILE REGISTRATION FAX LINE
Fax Number: 214-309-3146
3. Complete the accompanying document and mail it to:
DALTILE COUNTERTOP WARRANTY REGISTRATION
7834 CF Hawn Fwy
Dallas, TX 75217

Upon validation of Registered Owner's warranty registration by Daltile, Registered Owner will be sent a confirmation via email.

If the Registered Owner sells or transfers the property in which the Countertop is installed, the new owner of the property may become the Registered Owner by contacting a warranty service representative at Daltile and sending proof of transfer of ownership, together with the completed New Registered Owner Information section of the warranty registration form that accompanies this warranty document, via fax or mail to the address listed above. These steps must be taken within 60 days of transfer of ownership.

EXCLUSIONS

This limited warranty only covers Covered Claims and does not cover any claims by the current Registered Owner or any prior Registered Owner resulting from:

- Workmanship of fabrication or installation of the Countertop.
- Damage caused by improper use or care such as but not limited to:
 - o subjecting the Countertop to excessive weight in a concentrated area by standing on it or otherwise placing a heavy load on it;
 - o dropping a hard or heavy object on the Countertop;
 - o subjecting the Countertop to caustic or abrasive chemicals; or
 - o subjecting the Countertop to extremes of temperature.



**DALTILE HOME DEPOT
COUNTERTOP PROGRAM
15-YEAR LIMITED WARRANTY**



- Damages to the Countertop that occur during its shipping, transportation or installation.
- Accidents, neglect, abuse, negligence, mishandling or alteration of the Countertop or damage to the Countertop caused by acts of God or vandalism.
- Any outdoor or commercial use of the Countertop, including without limitation, use of the Countertop in hotels, stores or restaurants.
- Variances in the Countertop's natural characteristics, including without limitation, veining, pitting, inclusions, fissures, variations in color, surface grain and gloss level. Granite is a natural product, not a man-made product, and any or all of these characteristics may be present in the Countertop.

WARRANTY SERVICE

To obtain warranty service under this limited warranty, the Registered Owner must contact Daltile during the Warranty Period using the toll-free warranty service telephone number: 1-800-268-2505 or in writing at: Daltile Countertop Warranty Service and inform Daltile's warranty service representative of the nature of the problem.

WHAT WILL DALTILE DO?

Upon Daltile's receipt of a warranty claim from the Registered Owner, and upon Daltile's determination that the Registered Owner's claim is a Covered Claim, Daltile will:

- In the case of a stain claim, send to the Registered Owner at no cost a stain removal kit and provide telephone support to the Registered Owner instructing the Registered Owner on how to use the stain removal kit to remove the stain from the Countertop; or
- In the case of any inherent structural material integrity claim, send a Daltile representative to the Registered Owner's home to inspect and try to resolve the problem.

If Daltile is unable to resolve a Covered Claim after performing the foregoing actions, Daltile will choose to either (a) replace the granite piece(s) of the Countertop affected by a Covered Claim with the same or a comparable Daltile product or (b) refund to the Registered Owner the purchase price of the Countertop. Natural granite varies from piece to piece and Daltile makes no assurance to Registered Owner that any such replacement granite will match the Countertop installed in the Registered Owner's home. Any replacement granite provided by Daltile to the Registered Owner under this limited warranty will be covered under this limited warranty during the remaining Warranty Period.

Daltile makes no warranty, express or implied, as to the fitness or merchantability of the Countertop for any particular use or purpose other than as set forth expressly herein. Daltile shall not be liable for any special, indirect, incidental or consequential damages, losses or expenses arising either directly or indirectly from the failure of the Countertop. Daltile shall not be responsible or liable for any delays that may arise in performing Daltile's obligations under this limited warranty due to any cause beyond Daltile's control, including without limitation, acts of God, acts of governments, material shortages or delays, fires, floods, or labor problems.

This limited warranty gives the Purchaser specific legal rights, but the Registered Owner may also have other rights which vary from state to state depending on the state in which the Registered Owner lives.



CARE AND USE GUIDE

Care:

- Wipe the surface of your countertop with a non-abrasive cloth and stone cleaner. We recommend that you use pH neutral, stone specific care products like Miracle Sealant's countertop cleaner found in the kitchen department at Home Depot nationwide.
- Clean up spills immediately and do not let any spill stay on the countertop for longer than 24 hours.
- Do not use household cleaning products with acid or ammonia on your countertop surface, such as bathroom cleaners, grout cleaners or tub and tile cleaners.
- Do not use vinegar or lemon juice as cleaners.
- Do not use abrasive cleaners.
- Promptly clean any spilled chemical substances such as bleach or drain cleaner, off the granite countertop.
- Do not use polishes or waxes that were not specifically developed for stone care on your granite countertop.

Use:

- Protect countertop surfaces with coasters, trivets or place mats.
- Do not abuse the countertop. Abuse includes but is not limited to, use that is unreasonable considering the normal and expected use of a kitchen countertop.
- Do not drop heavy objects on the product or place excessive weight on the surface of the countertop.
- Do not sit or stand on the product.
- Protect countertop surface by using a cutting board when cutting requires force.