



Limited Warranty

Qortstone/Porssa offers warranty for porcelain slabs against manufacturing defects for a period of TEN years from the delivery date.

Qortstone/Porssa guarantees that the porcelain slabs will be free from manufacturing defects under normal conditions of use and service

All porcelain products are subject to shade variations. Porssa slabs must be verified before installation. Qortstone/Porssa is not responsible for any claim arising after installation.

When a claim is made under this limited warranty, we offer to:

- Replace the goods, if available;
- Supply equivalent goods;
- Refund the purchase price within a reasonable time.

This warranty only applies when the material has been paid for in full

All claims will be limited to the value of the supplied materials accepted as defective by Qortstone/Porssa. Under no circumstances will Qortstone/Porssa be liable for lost profits or consequential damages; Qortstone/Porssa will not be responsible for the cost of removal and installation of new materials.

Qortstone/Porssa will not cover any additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc. that may be necessary to repair or replace the Porssa product covered under this warranty

All the claims must be addressed to Qortstone/Porssa at its address (provided here below) within ten days from the discovery of the defects. Replacement materials are limited to what is in stock at the time and are not guaranteed to match original installation.

To make a claim or obtain service under this limited warranty, the original owner must submit a written claim to: QORTSTONE, 7733 Lemona Ave., Van Nuys CA 91405 Attn: Customer Service Department within thirty (30 days), or call 818-901-8206 Please provide the name of the dealer from which the product was purchased.



Warranty Exclusions:

This warranty does not cover improper use or abuse. Improper use or abuse includes, but is not limited to, damage from mishandling of the product including but not limited to chemical abuse and damage from improper care and maintenance.

All stone can be chipped and no stone is chip-proof. This warranty does not cover chips or other excessive impact damage in the product.

This warranty does not cover scratches. Porssa is a very hard material and highly scratch resistance but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance.

The warranty does not cover improper fabrication, and improper installation of Porssa products. Improper fabrication and/ or installation is the sole responsibility of the fabricator/installer. This includes but is not limited to seams and mitered edges; slabs installed with a known or visible manufacturing defect at the time of installation and color variance particularly at seam locations.

The warranty does not cover seam performance or seam appearance, adhesives, caulks or any other accessory items.

This warranty does not cover any failures due to inadequate support for the installation. This includes overhangs in excess of the recommendations provided by Porssa which are inadequately supported. Overhang without any support cannot exceed 3-1/2"

The warranty does not cover for cracks. 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.

This warranty does not cover mitered edges where the joint is not cut correctly

The warranty does not cover for damages due to Supplemental repairs or modifications to areas adjoining installed Porssa products.

The warranty does not cover for damages as a result of accidents, vandalism, or damage or injury caused by jobsite conditions, architectural or engineering designs.

The warranty does not cover slabs where the factory applied finish has been altered