# WARRANTY



Lumina

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Lumina Surfaces products have stringent quality standards and quality controls to offer an excellent product. Lumina Surfaces offers unique natural stone designs with the best high-quality performance.

## TERMS AND CONDITIONS:

This warranty applies only to Lumina Surfaces products in interior residential or commercial applications.

**Validity of the warranty:**

10-year Limited Warranty. Lumina Surfaces guarantees that our material will be free from manufacturing defects during the indicated period.

Thanks to its beyond-belief technology NEOS, Nano Enhancement of Surfaces, an innovative high- performance stain and substance repellent technology developed for Lumina Surfaces, we are the only brand to include a Lifetime Stain Warranty.

Lumina Surfaces guarantees that your countertop will resist staining and will be protected from a broad range of chemicals and acid corrosion (between pH1 and pH13).

To activate this policy, it is compulsory to register the product here **www.luminasurfaces.com**, a maximum of 6 months after the purchase. The original receipt could be required anytime by Lumina Surfaces. In the case of acquisition of a new property, Lumina Surfaces honors the real estate purchase contract as the original receipt. You are responsible for entering the correct details in the registration form. Those are: contact details, where Lumina Surfaces product may not be properly covered.

This warranty is assigned to the natural person that registers his/her personal information according to the instructions given in the registration form, and is non-transferable.

In order to obtain assistance during the validity of the warranty, you must contact the commercial establishment where the product was purchased or alternatively, you may contact Lumina Surfaces directly.

In order to assess any product claim, the policyholder agrees to allow any professional authorized by Lumina Surfaces to enter wherever the product is installed to examine the product and take pictures of the material and installation.

The purchaser and/or the fabricator/installer are responsible to inspect each slab for color, pattern and defects. Material with visible manufacturing defects must not be used. Samples are small select cuts from a slab; they do not exhibit all the characteristics of a design and therefore are not fully representative of what will be installed.

The warranty covers only manufacturing defects found to adversely affect the installation of Lumina Surfaces in residential applications. Lumina Surfaces has the right to repair or replace any material it deems defective, at its sole discretion.

This warranty is only applicable to the product that has been used and maintained by following the care and maintenance recommendations, as prescribed herein by Lumina Surfaces.

This warranty is only applicable to Lumina Surfaces that have been permanently installed indoors and have not been moved from the original installation.

Lumina Surfaces is not a seamless product; seams are visible. Where there are seams, the product pattern and shade can change.

## EXCLUSIONS:

1. Those products that have not been completely paid are excluded from the warranty.

2. This warranty does not cover products installed outdoors.

3. In cases where Lumina Surfaces opts in its sole discretion to provide replacement material to satisfy valid warranty claims, Lumina Surfaces will not be responsible for the costs of transporting material to the destination.

4. Because Lumina Surfaces does not have control over, including but not limited to, handling, templating, fabrication, manipulation, cutting, polishing or installation, any incidental and consequential damage arising from these activities are not covered. These items are understood and agreed to be the responsibility of the independent fabricator/installer involved in each project. Lumina Surfaces highly recommends to carefully read the Architects & Designers Manual and/or the Fabrication & Installation Guide before manipulating Lumina Surfaces products.

5. This warranty does not cover any fabrication or installation cost, nor the incidental costs incurred by other trades, including but not limited to plaster work, plumbing, electrical or structural work, etc.

6. This warranty does not cover installed products with manufacturing defects that were, or should have been, known or visible to installers at the time of installation, including, without any limitation, possible differences of color or tone. Lumina Surfaces is made with pure natural materials. Variation in the natural stone color pattern, size, shape and shade are inherent and unique characteristics to be expected with this product.

7. This warranty does not cover any incorrect use. Damage caused by exposure, in use or otherwise, to abrasive or strong alkaline or acid or free radicals or oxidizers or the like (whether high, neutral or low pH) products is not covered, neither damages caused by exposure to excessive heat, weather or ultraviolet light or by inappropriate Care & Maintenance.

8. This warranty does not cover stains caused by exposure, in use or otherwise, to substances over pH13.

9. Use of the product in floors or other areas intended for the transit of persons or machinery is expressly excluded.

10. Use of the product in fireplaces or similar is expressly excluded.

No other entity but Lumina Surfaces is authorized to offer any warranty agreement related to Lumina Surfaces products.

This document has been updated October 2026. It prevails over any other Lumina Surfaces previous warranty document and it shall come into effect on the date of its publication.