



MILANOSTONE™ WITH INTELLIGUARD™

Warranty Information & Registration



MILANOSTONE™ WITH INTELLIGUARD™ LIMITED LIFETIME WARRANTY AGREEMENT

MilanoStones, Inc. ("Milano") warrants to the original owner of each new MilanoStone™ with IntelliGuard™ granite countertop fabricated and installed by an authorized Milano fabricator and installer that:

Stain Warranty

Milano will, at its sole and absolute discretion, repair or replace, free of charge any MilanoStone™ with IntelliGuard™ granite countertop manufactured and installed at the address indicated on the warranty registration card, if, when properly cared for, the MilanoStone™ with IntelliGuard™ granite countertop becomes stained while owned by the original purchaser(s). This warranty will be effective when the owner completes the online warranty registration and agreement form within thirty (30) days of the initial installation, which can be found at www.milanostones.com.

This warranty will be effective only if:

- The owner completes the online warranty registration and agreement form to Milano within thirty (30) days of the initial installation, which can be found at www.milanostones.com; and
- The product has not been moved from its original place of installation; and
- The owner provides proof and date of purchase and initial installation; and
- The owner follows and adheres to the Care and Maintenance Instructions included with the initial installation package and described in the online warranty agreement (as described above); and
- The product has been installed by an authorized Milano fabricator and installer.

This warranty does not apply if:

- The owner is dissatisfied with the natural characteristics of stone products, including without limitation, color variations, veining variations, mineral deposits, water lines, pits, fissures or surface marks. These variations are not defects and are part of the normal characteristics of natural stone.
- The requirements stated in the warranty agreement are not fulfilled.
- Damage is caused by chemical or physical abuse and any violation of the Care and Maintenance Instructions.

- Spills are not cleaned within 12 hours of occurrence.
- Damage is caused by a failure to care for and maintain the product in accordance with the Care and Maintenance Instructions.
- Any direct, consequential, or other monetary damages arise out of the use of, or inability to use, the product.
- Any damage is caused by matters that arise beyond Milano's control, such as house settlement, fire, tornadoes, or other acts of God.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE, AND THE OBLIGATION AND LIABILITY OF MILANO UNDER THIS WARRANTY SHALL BE LIMITED TO A REPAIR OR REPLACEMENT OF THE DAMAGED PRODUCT, INCLUDING ASSOCIATED LABOR CHARGES.

Some states do not allow a disclaimer of all implied warranties, so the above limitation may not apply to you. Some states do not allow a disclaimer of all direct, consequential, or other monetary damages, so the above limitation may not apply to you.

To make a claim under this warranty, the original owner must contact Milano at MilanoStone Inc., Customer Service, 8951 Brookville Road Silver Spring, Maryland 20910 or at www.milanostones.com, and explain the problem and provide the proof of purchase or installation required by Milano.

The warranty does not cover any MilanoStone™ with IntelliGuard™ product that is installed for commercial use, for outdoor use, or that is subject to extreme weather changes. Milano or its service agents will have sole discretion to determine the action required to remove/repair a stain. Milano or its service agents will promptly notify you of such course of action. The warranty holder must at all times reasonably assist Milano in a repair or replacement process by providing access to the premises, being able to receive any product we send, and follow instructions/procedures to remove stains.