



A PRACTICAL GUIDE TO YOUR COVERAGE

Stone & hard surface warranty

Coverage, care, natural variation and installation terms

Crafted for the moments that matter.

A clear overview of Colonial Countertops installation coverage, material characteristics, maintenance expectations and important limitations.



01 COVERAGE & CLAIMS

Installation coverage

Understand what the installation-labor warranty covers, when a claim must be submitted and the dimensional tolerances that apply.

01

COVERAGE

Installation labor warranty for quartz, natural stone, porcelain & solid surface countertops

Colonial Countertops provides a one (1) year warranty on installation labor for countertops made from quartz, natural stone, porcelain and solid surface materials. This warranty covers installation work such as setting countertops, attaching sinks and fixtures, and similar services. It does not cover the materials themselves, except where covered by a manufacturer's written warranty.

To be eligible for service, customers must submit claims within one year of the installation date with appropriate documentation. Colonial will review and respond within ten business days. Warranty service will not be provided unless full payment has been received.

02

TOLERANCES

Dimensional tolerances and alignment

Measurements such as length, depth, overhangs and centerlines may vary slightly from the design specifications. Slight discrepancies that are not visible to the naked eye, or that require measuring tools to detect, are not covered. Natural shifts in cabinetry, flooring or environmental conditions may also result in joint separation, gaps or misalignment after installation; these outcomes are excluded from coverage.



02 RESPONSIBILITIES

Trades & liability

Clarify responsibility when countertop work interfaces with cabinetry, plumbing, electrical, tile and other third-party work.

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OTHER TRADES

Supporting trades and third-party installations

Colonial Countertops is not responsible for issues arising from work completed by other contractors or trades, including cabinetry, plumbing, electrical, drywall and related work. Warranty claims resulting from poor workmanship or materials supplied by other parties will not be honored. Colonial also disclaims responsibility for countertop supports or substructures installed by others.

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LIABILITY

Limitations of liability

This warranty does not cover indirect, incidental or consequential damages. Costs associated with removing or reinstalling plumbing, electrical work, tile, wall coverings, or related installation effects such as nicks, dust or scratches are not covered. Liability for damages related to materials or services is limited to the amount paid to Colonial Countertops.



03 MATERIAL CHARACTERISTICS

Natural variation & finish

Natural and engineered surfaces have inherent visual and physical characteristics that contribute to their appearance and performance.

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APPEARANCE

Natural variations and appearance

Natural stone products vary in color, veining and pattern. Differences between samples and the final installation are normal and are not considered defects. Variations may also occur within the same slab.

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FINISH

Finish and texture

Countertops typically have a polished finish unless otherwise requested. Inconsistencies in gloss and texture are common in natural materials and contribute to their uniqueness. These variations are not defects.

07

SURFACE

Cracks, surface irregularities and thickness

Cracks occurring after installation are generally caused by movement, thermal shock or impact and are not covered. Natural features such as fissures, pitting and mineral concentrations are expected and are not considered defects. Stone slab thickness may vary slightly; minor adjustments for alignment are standard industry practice.



04 FABRICATION & CARE

Seams, sealing & scratches

Review how seams are planned and the routine practices that help preserve the appearance of natural and engineered surfaces.

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SEAMS

Seams and joint placement

Colonial Countertops determines seam placement during the design process, considering both strength and appearance. Seams will be visible and may not align perfectly because of natural material variation. Seam location and quality are not grounds for a warranty claim when installed within industry norms.

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MAINTENANCE

Stain resistance and maintenance

Natural stone countertops are sealed after fabrication. Annual resealing is recommended to maintain stain resistance. Although sealed surfaces resist most stains, permanent staining may still occur, especially from harsh chemicals or dyes. Stains are not covered. Clean with mild soap and water and avoid abrasive or highly alkaline cleaners.

Note: Sealing is not required for quartz or UCS/porcelain products.

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SCRATCHES

Scratch resistance

Materials such as granite and quartz are highly scratch-resistant, but they are not scratch-proof. Scratches caused by normal use or misuse are not covered. Always use cutting boards rather than cutting directly on the countertop.



05 USE & PERFORMANCE

Heat, fissures & pitting

Use protective practices around heat and understand the natural characteristics that can appear in stone surfaces.

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HEAT

Heat and thermal shock

Natural and engineered stone surfaces are heat-resistant, but sudden temperature changes can cause thermal damage or cracking. Use trivets or hot pads under hot cookware. Damage caused by heat exposure is not covered.

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FISSURES

Fissures and chips

Fissures are natural features found in many stone types and are not the same as cracks. Chips can occur during handling or use and may be repaired when repair materials blend with the countertop's color and texture. Chips caused by regular use, such as dropping objects or cookware, are not covered.

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PITTING

Pitting in natural stone

Pitting, especially in granite, is a normal characteristic caused by the mineral composition of the stone. It does not compromise durability and is not considered a defect or covered under warranty.



06 ADDITIONAL TERMS

Warranties & transferability

Manufacturer registrations and ownership limitations may affect the coverage available for countertop materials.

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MANUFACTURERS

Manufacturer warranties and additional information

Where applicable, customers should register for manufacturer warranties. For detailed care, maintenance and warranty information, refer directly to the applicable manufacturer:

- Caesarstone Quartz and Porcelain
- Silestone by Cosentino
- Dekton by Cosentino
- Cambria
- Vicostone
- Hanstone

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OWNERSHIP

Non-transferable warranty

The countertop warranty is valid only for the original purchaser and cannot be transferred to a new homeowner if the property is sold. Issues arising after ownership changes are not covered, even if the original warranty period has not expired.



07 SPECIAL PRODUCTS

Custom stone sinks

Custom-fabricated stone sinks require specific acknowledgement because they do not carry CSA certification.

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STONE SINKS

Custom stone sinks

All stone sinks fabricated in-house by Colonial Countertops are not CSA-certified. These custom-made products are intended for aesthetic and functional use at the customer's discretion.

By proceeding with the purchase and/or installation, the customer acknowledges and accepts that the product does not carry CSA certification and that Colonial assumes no responsibility or liability for issues, damages or failures arising after installation or during use.

The contractor and/or end user is responsible for ensuring that the sink is installed and used in accordance with all applicable codes, standards and regulations. By accepting delivery or authorizing installation, the customer agrees to these terms in full.

Questions about your coverage?

Contact your local Colonial Countertops team or visit colonialcountertops.com.