
ELEVATE

Designed by MUSEUM

WARRANTY

HOW TO OBTAIN THE ELEVATE WARRANTY?

Thank you for choosing ELEVATE for your new project. Our surfaces, known for their quality, strength, and durability, remain unchanged over time. Therefore, our 12mm product range offers a 10-year warranty covering all manufacturing defects related to the intrinsic quality, suitability, and safety of ELEVATE products.

This warranty is valid provided that:

- The products are designed, installed, and intended for countertops and benches for private use installed indoors.
- The purchased products were delivered in good condition, without damage, breaks, impacts, scratches, or similar deterioration.

If a manufacturing defect is detected during the warranty period, ELEVATE will decide whether to repair or replace the defective material to ensure optimal functionality. This warranty is transferable and valid only for surfaces purchased from authorized ELEVATE installers or distributors.

The warranty is valid only if the product is registered on the website museumsurfaces.com/en/warranty using the "Warranty Form" within **60 days** of the purchase date indicated on the invoice. To activate the warranty, you must contact your seller or ELEVATE at info@museumsurfaces.com and present the original invoice or sales receipt. The warranty holder must allow authorized ELEVATE employees to access the property to inspect and photograph any product or installation defects.

ELEVATE is obligated to replace a defective product for 10 years with the same color and finish characteristics as those originally purchased by the consumer. If the defective product is discontinued or unavailable at the time of replacement, the closest available product will be supplied.

If ELEVATE deems repair or replacement too difficult or costly, it may choose to compensate the end-user with a refund based on the average market price of the porcelain at the time of the defect. The compensation will be 100% of this price if the defect appears within the first 3 years from the purchase, 50% if between the 3rd and 5th year, and 25% if between the 5th and 10th year.

ELEVATE reserves the right to refuse warranty service if any of the requirements detailed in this document are not met, or if the information provided by the consumer is false, illegible, or incomplete.

WHAT DOES THE WARRANTY COVER?

Manufacturing Defects

Problems originating in the product structure that may appear over time and with regular use, provided the surface has been properly maintained. It is crucial to consult the recommendations detailed in the maintenance and cleaning section included in this document.

WHAT DOES THE WARRANTY NOT COVER?

The warranty offered by ELEVATE does not cover defects attributable to post-production phases such as material fabrication (cutting, edging, drilling, polishing, etc.), transportation, installation on-site, or improper use and maintenance. Additionally, the following aspects are not covered:

Installed Products

- Products that show visible manufacturing defects before being handled by processors or stonemasons, including but not limited to, potential color or tone differences.
- Appearance and behavior of joints, seams, adhesives, fillers, and other accessories used during installation.

Damage

- Direct or indirect damage to persons or property resulting from misuse of the product, exposure to continuous heat sources, physical, chemical, or mechanical aggression, accidents, environmental pollutants, and natural phenomena or disasters.
- Design, Preparation, Fabrication, or Installation Defects: Inadequate design, preparation, fabrication, or installation-related issues.
- Transportation Damage: Defects or damage occurring during material transportation to its place of use.
- Cracks or Fissures: Caused by unstable foundations, lack of support or settling of the support structure or floor (kitchen furniture, floors, frames, foundations, etc.).
- Chipping: Not a sign of a defective product but of improper handling and/or placement. Follow ELEVATE's placement and handling tips to avoid chipping and always avoid scratching and hitting objects on the edges of worktops or countertops.
- Products Treated with Unauthorized Chemicals or Coatings.
- Countertops with Altered Factory-Applied Surface Finish.
- Natural Variations in Porcelain: Comprising natural materials, may show variations in color, gloss, tone, and design. These unique characteristics of ELEVATE surfaces are not covered by the 10-Year Limited Warranty.

Sample Comparisons

- Color differences between material samples and photographs, versus the finally delivered material.

Improper Uses

- Installations on floors, wall coverings, or similar, as well as uses in commercial environments.

Unpaid Products

- Products that have not been fully paid for.

Additional Costs

- Transportation, fabrication, assembly, disassembly, and additional modifications (such as electricity, plumbing, and construction) or any other costs necessary for material repair or reinstallation and/or countertop.
- Additional repairs or modifications necessary (including plumbing, electrical and construction) for reinstallation.
- Repairs made without prior verification by ELEVATE.
- Additional repairs such as modifications affecting electrical installations, tiles, walls, splashbacks, furniture, or cabinets, as well as transportation and plumbing modifications needed to repair countertops made with ELEVATE porcelain surface.

General Aspects

- Workshops and installers must inspect ELEVATE porcelain surfaces before handling or installing countertops.
- When selecting a color or finish, it is important to understand that samples only provide a general idea and do not guarantee an exact replica of the installed countertop. Slight shade variations are possible.
- The warranty does not cover changes in color or finish selection once installed or during installation of the countertop.
- No Additional Warranties: ELEVATE does not offer warranties beyond those specified in this document, including merchantability or fitness for a particular purpose.
- ELEVATE is not responsible for any type of losses or damages, whether direct, incidental, or consequential, resulting from the use or inability to use the countertop. The maximum liability of ELEVATE is limited to the purchase price paid for the product.
- This warranty provides specific legal rights and may allow for other rights that vary depending on the region or country. Some jurisdictions do not allow the exclusion of certain warranties or damages, so these limitations may not apply.
- No one is authorized to offer additional guarantees on behalf of ELEVATE.

MAINTENANCE AND CLEANING

This warranty is valid for ELEVATE products maintained according to these guidelines:

- Clean spills or stains as soon as they occur.
- Use a neutral pH cleaner or soapy water and a cloth to clean the surface.
- Avoid using products not recommended by ELEVATE, as they will void the warranty.

Below are the recommended cleaning agents for different types of stains:

TYPE OF STAIN	CLEANING AGENT
Regular Cleaning	Common Detergent
Grease	Alkaline Detergent/Descaler
Coffee	
Wine	
Lime	
Ice Cream	Alkaline Detergent
Cement	Descaler
Cement Joints	
Gypsum	
Rust	
Epoxy Joints and Glues	Solvent
Resin or Enamel	
Candle Wax	

Any acidic or basic (non-neutral pH) cleaning product used should follow the manufacturer's instructions to avoid damaging the surface.

The Premium Polished finish is particularly delicate and requires special care to avoid scratches and damage. Do not use abrasive sponges, steel wool, caustic soda, abrasive cleaners, or products with a pH higher than 11 for cleaning.

Additionally, avoid direct contact with bleach or chlorine, cutting food directly on the surface, or dragging kitchen utensils or appliances without protection. It is recommended to use cutting boards for cutting and rubber bases for hot containers to avoid direct heat damage to the countertop.

By activating this warranty, you acknowledge being informed about the specific care for the Premium Polished finish and commit to following the maintenance and cleaning instructions defined by ELEVATE.

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