



Cultured Products Limited Warranty

Length of Limited Warranty:

Any defects occurred during first year, we will replace or repair at our option and at our place of business.

What is Covered:

This Limited Warranty covers all defects in materials and workmanship in the product.

What is not Covered:

1. VARIATIONS IN COLOR HUES, VEIN PATTERNS OR VEIN INTENSITY.
Marble Works will not warranty nor replace product on the basis of color dissatisfaction. Our samples are only a representation of the final product. Each bath will vary slightly.
2. Black specks or impurities from fillers used or any other minor imperfections which are not visible from a distance of three feet from product due to manufacturing processes.
3. Damage occurring during installation or storage of the product.
4. Damage occurring after initial delivery to dealer or distributor resulting from accident, improper storage and/or handling or unreasonable use including the use of abrasive or improper cleaners or chemicals.
5. Damage occurring during or after alteration to original unit.
6. Damage resulting from the performance of repairs by someone other than Marble Works or its authorized representative.
7. Damage resulting from exposure to water temperatures in excess of 125° F.
8. ADVISE MANUFACTURER OF ANY PRODUCT DEFECTS BEFORE INSTALLATION. MARBLE WORKS IS NOT RESPONSIBLE FOR LABOR COSTS INVOLVED IN EITHER REMOVAL OF THE ORIGINAL PRODUCT OR INSTALLATION OF THE REPLACEMENT.
9. All of the specifications are approximate dimensions and the actual delivered product may vary plus or minus ¼".
10. Installation, to include tightening of the drain. Drains are recommended to be set at (1) turn past hand tight. Over-tightening of the drain can eventually result in a cracked bowl.
11. Staining or damaged associated with plumbers putty. We recommend you use 100% Silicone in your installation.

What you must do to obtain Limited Warranty Performance:

If your product requires warranty service, you must send a written claim to:

Marble Works. 1601 LaFox South Elgin, IL 60177. (Phone 847-742-9222 Fax 847-931-0874)

In your claim, you must include the following:

1. An exact description of the nature of the problem.
2. An exact description of the marble product (size, bowl, style, etc.)
3. Proof of original purchase including:
 - a. Name of retail dealer from whom purchase was made.
 - b. Proof of purchase information (dated bill of sale, sales receipt, dealers record of sale, etc.)

What we will do:

Upon receipt of a valid claim under this limited warranty, Marble Works will do one of the following:

1. We will repair the product to original condition or
2. We will replace the product with a similar type, size and color. However, Marble Works will not assume and liability for labor costs involved in either the removal of the original product or the installation of the replacement product.
3. If we cannot repair or replace the product in a timely manner, we may elect to refund the wholesale purchase price of the product to you. Marble Works, Inc. will have no further obligation to the product.

In the event Marble Works. chooses 2 or 3 above, the original product must be returned to Marble Works unless otherwise instructed by any authorized representative, within forty-five (45) days or receipt of our remedy.

Replacement product(s) will be shipped freight prepaid. Returns to the dealer, distributor or manufacturer must be accompanied by a written authorization.