

# **Be Informed...about Quartz**

## **Purpose**

You are considering purchasing one of the finest surfacing materials on the market. Quartz surfaces are bold, strong, luxurious and sophisticated. We have created “Be Informed ...about Quartz” so you understand the features of Quartz surfacing. In making sure you are informed, we hope to ensure your satisfaction.

## **General**

There are many manufacturers of Quartz Surfacing; Hanstone, Zodiaq, Silestone, Cambria, Ceasarstone just to name the most popular. All brands are made by mixing approximately 93% quartz crystals of various sizes with pigments and resins. All brands will have small particulate concentrations and slight color variations within a slab. Although all quartz products have nearly identical chemical compositions, some manufacturers use slightly different formulas primarily for specific color and or depth appearance. At this time, all manufacturers use the same equipment to make their quartz products. All brands are maintenance free and will last a lifetime.

Please discuss with your dealer and review each bullet point, please sign the bottom of the form acknowledging that every point has been thoroughly explained to you. We will confirm your receipt of this form at time of template. We will ask you to sign our copy if we do not have one from you.

## **About Quartz**

- Quartz surfaces are non porous and do not need to be sealed. Also, they won't support the growth of mold or mildew. Most quartz manufacturers offer a 10 year limited warranty against material and installation defects. Quartz surfaces are much harder than granite surfaces.
- The sample used to make your color selection will not be identical in color to the slab(s) used to produce your order. Also, samples of quartz surfacing may not show the concentration of particulates or natural imperfections in the quartz that are likely to be present in some sections of the slab(s) that will be used to produce your order. We will not provide compensation (or replace tops) if your order varies in color from the sample used to make your selection, or; if your tops contain concentrations of particulates or quartz imperfections not present in your sample. Also, when 2cm material (usually for full height splashes) is used with 3cm material, it is unlikely they will match perfectly.
- Like natural stone, most quartz applications contain seams. Quartz seams can be seen and felt. While we will indicate the most likely location of your seams before you place your order, we reserve the right to change the location of the seams after your order is placed. Every job is different and to obtain the best yield we sometimes must change seam locations. You will be notified of any changes but an order cannot be canceled because of a change in seam location. The number of seams will not increase.
- Small surface chips may occur where a quartz chip has “popped out”. This is easily repaired with epoxy and will be done in the field during installation. This usually occurs on a routed edge.
- Quartz surfaces are advertised as heat resistant. This means quartz surfacing can withstand short periods of high temperatures. Allowing heat to transfer from a pot into the countertop can discolor the resin causing a hazy ring appearance. It is advisable to use a hot plate at all times.
- Dark colors of quartz surfaces will require the most maintenance. Fingerprints and smudges are more visible on dark colors.

➤  **I have received the template and installation information.**

Sales Associate: \_\_\_\_\_ Date: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Installation Address: \_\_\_\_\_