

Pietrarte Tumble Marble Table Top Warranty

This is a limited warranty for tumbled marble tops manufactured by Pietrarte. Every top is shipped with a care instruction sheet. Failure to read and follow the proper handling and care of the tops forfeits any manufacturer's warranty.



Pietrarte's marble tops are constructed of small mosaic tumbled marble pieces and masonry compatible construction-grade materials embedded within a metal support frame; this system insures non-catastrophic failure of the top providing that there is no mishandling of tops in shipping or installation.

We will replace a defective top for the period of three months after delivery if it shows damages beyond repair, or we will replace it any time thereafter if a manufacturing defect is proved to be the cause of an unrepairable top.

Repair should always be attempted prior to shipping back a top, since the cost of repair is often less than the shipping amount.

Shipping damages should be reported as soon as possible to the claims department of the carrier and to Pietrarte, *simultaneously* so as to obtain either replacement, or to authorize repair of the damage. Claims must be addressed to determine cost and billing of repairs/replacement depending on the party responsible.

Pietrarte's warranty does not cover replacement of tops for the following situations:

- 1) Mishandling of the product by carriers, by warehouse staff, by end users is often a cause of damage. Cracks in the grout, pieces of marble tile and grout missing/or loose in the packaging is a sure sign of mishandling.
It is absolutely necessary for large tops (42" and larger) to be carried on their side for as much of the loading, unpacking and assembly process as possible. The nature of mosaics, i.e.. a large area covered by smaller pieces of marble, allows for flexibility beyond the inherent flexibility of the stone itself. Carrying the tops on their side (the plain of the top perpendicular to the ground) will keep small hairline cracks in the grout from developing.
- 2) Pietrarte is not responsible for damage to the tops due to extreme temperatures of freezing and thawing where water is present. Tops should be brought indoors when used in situations where water can penetrate and freeze inside the top or covered with a marine-grade waterproof cover to keep water from penetrating. Cracks that appear as a result of freezing and thawing can be repaired with a matching grout supplied by Pietrarte.
- 3) Important Note Regarding the Character of Pietrarte Tumbled Marble Tops:
Holes and broken edges of the individual mosaic tiles occur in the tumbling process and are expected and inherent to the design of these tops. (These are not Manufacturer's defects.) Marble is a natural occurring material and therefore has many variations in color, veins, cracks, holes and density. The organic diversity in the form of such variations adds to the inherent beauty of these tops. CUSTOMERS MUST EXPECT THESE VARIATIONS. Complaints based on these issues will not be considered.

While we are not responsible for damages as a result of any of these issues, we will make every effort to provide the materials necessary to make the simple repairs. Hairline cracks will often occur during the handling process but in no way affect the structural integrity of the top. Any cracks in the grout, both hairline or larger, are easily repaired. (Please contact the office for a grout repair kit and instructions.) Table tops should not be sent back unless tiles are loose or missing and should never be returned without Pietrarte's authorization. Pietrarte's limited warranty for faulty or defective tops as a result of manufacturing defects is valid for 90 days from manufacturer's invoice date. In event of major damages, i.e. loose or missing tiles Pietrarte will replace or credit the top if a repair cannot be made.