



## Durango Stone Product Warranty

Durango Stone names and sells all of its products under Durango Stone's trademarks, such as **Durango Stone**, or a range selection name that includes **Durango**. All *Authentic Durango Stone* products are produced to the highest industry standards, first developed by the Italian natural dimensional stone sector – the highest set of quality standards and procedures now known. Standards include, without limitation, properly quarried block – no use of explosives in quarrying, geological density sufficient for residential service for the life of the installation, strict attention to safety of quarry workers, and safe transport of block from quarry to factory.

All block is cut and dimensioned using state of the art diamond sawing technology, ensuring stone is never damaged or devalued by shortcut sawing methods, such damage appearing after installation. Tile dimensions are held with strict precision to consistently finish each tile on all six sides, whether standard or custom products. The dimensions of each Durango Stone product are as specified by Durango Stone for each product.

Our *Old World Honed, High Luster Polished*, diamond brushed, **Durango Antique** and **Durango Ancient** (*Truly Tumbled*) finishes are performed to ensure our tiles and other products are as cleanable and durable as modern technology can deliver with no chemicals added. Proper finishing closes the micro pores in natural stone, making the surface finish much more cleanable and durable for the life of the installation.

Exposed natural voids (holes, subterranean voids) in product surfaces are filled with field-color-blended resin or cementitious fill, depending upon the product, to appear as natural as possible. Such voids are filled full to level with the finished surface. Then tiles are finished a second time, ensuring final appearance pleasing to the touch and the eye forever, when properly maintained. Fill will not come out. Subterranean voids – naturally occurring holes just below factory- finished surfaces and not visible – may break and collapse into themselves or become revealed after the installation due to normal wear and tear. Details for repair of such voids are available FREE [phone (602) 438-1001].

With proper maintenance, except for polished finish in some installations, traffic patterns do not develop on *Authentic Durango Stone* installations. Walking on natural stone has a honing effect over time, eventually causing polish to “walk down” or fade to honed appearance. Direct sunlight may also create this affect.

*Authentic Durango Stone* should be properly sealed with a quality penetrating sealer. Instructions are available from Durango Stone or its *Authorized Authentic Durango Stone Dealers* and *Authorized Authentic Durango Stone Distributors*. Caution: Many industry professionals offer proper sealing, yet do not deliver a proper seal. Learn the steps for proper sealing to protect your investment in *Authentic Durango Stone*.

Durango Stone does not guarantee installation or appropriateness of specific application. Natural stone must be properly installed, at minimum with full surface bond to proper substrate by a latex-modified medium bed non-sagging mortar. Finished surface should be level and smooth – each tile, for example, in planar alignment with its neighboring tiles. The transition from one tile to the next must be level at the surface.

Should a claim be presented to Durango Stone for replacement of materials for cause (manufacturing defect) under this warranty, a thorough investigation of the facts and their merits shall be conducted by Durango Stone professionals. If such claim is found valid in Durango Stone's sole discretion, this warranty covers only replacement of the same Durango Stone product(s) without charge and does not guarantee labor, including without limitation, not any costs to tear out or re-install tiles or other products given by Durango Stone in satisfaction of any warranty claim. Industry standards require the professional installer to carefully examine the material for any and all defects prior to installation. There is no warranty given, expressed or implied, on tiles or other products after installation. Freight for replacement material is not covered by this warranty.

Even when Durango Stone makes arrangements for shipping with third-party common carriers, it is the sole responsibility of the buyer to thoroughly inspect for product damaged during transit for all orders of **Authentic Durango Stone**, whether such product is picked up by the buyer and/or his/her agent or delivered via common carrier, prior to signing acceptance of **Authentic Durango Stone** products received. All **Authentic Durango Stone** products received by any party are presumed to have been received in good, unbroken and resalable condition and in proper dimensions and counts, unless receiver specifies damages in transit in writing upon the face of the receiving bill of lading for the shipment of **Authentic Durango Stone**. Any claim of loss due to damage in transit must be made to the delivering common carrier and not to Durango Stone, and within the United States lower 48, Durango Stone will present valid claims to common carriers on behalf of its customers, provided damage is notated on the receiving bill of lading.

Travertine has a chemical makeup typically consisting of 96% or more calcium carbonate, much like limestone and other calcite-based natural stones. This geology is highly reactive to acids and alkaline imbalances. When used in, near or around water, a chemical imbalance may damage **Authentic Durango Stone**. For example, use in direct contact to water, either natural, treated or salt water systems that contains minerals, chemicals that adhere to the stone and or damage the stone in any way, is not warranted.

The use of some salt chlorinators has been known to cause damage to calcite-based stones, including travertine, marble limestone and limestone, and **Authentic Durango Stone** products are travertine, marble limestone and limestone. As of this writing, all causality is not yet determined by the natural dimensional stone industry. Some sealer companies represent that properly sealing of natural stone is an effective deterrent to stone damage in swimming pool installations. It is thought that some salt chlorinators do not maintain pH neutral balance in pool water. It is, also, possible to fail to maintain pH neutral balance when chemicals are added by hand or other dispenser. While thousands of pool installations have experienced no sign of such damage, damage has occurred in a few cases. Therefore, no warranty, expressed or implied, is given by Durango Stone when **Authentic Durango Stone** is used in water "wet" application. pH neutral balance, essential to the life of **Authentic Durango Stone**, is the responsibility of the end user. This warranty does not cover damage to **Authentic Durango Stone** products due to chemical imbalances.

Shade and color variations are features of natural stone products, such as all **Authentic Durango Stone** products. No representation or warranty to the contrary hereof, given by any officer, director, employee or agent of Durango Stone or by any dealer or distributor of Durango Stone or by any other person, whether a natural person or otherwise, whether verbal or written, whether explicit or implied, shall bear upon, alter, modify or have effect on the protections given in, and by this written warranty. This is the entire warranty.