

25 Year Warranty

Stone and Brick

warranty@genstone.com

genstone.com/warranty/registration

GenStone Enterprises, LLC ("GenStone") Faux Stone, Rock, and Brick Products (the "Products") are manufactured in accordance with high standards and tight quality controls. GenStone Products will not rust or corrode because the panels are made of polyurethane.

What Does This Warranty Cover?

GenStone warrants to you, the owner of the property at the time the Products were purchased, that the Products are free from defects in material and workmanship in the course of manufacturing if installed according to GenStone's Installation Guide and maintained according to GenStone's Use and Care document . A manufacturing defect shall only constitute the following: flakes peels, or deterioration or Product contraction greater than 0.07% of the original size of the Product.

How Long Does The Coverage Last?

This Limited Warranty lasts for 25 years from the original purchase date, prorated as outlined in the Warranty Coverage Schedule below. This Limited Warranty is limited to the original GenStone purchaser and is nontransferable to any subsequent property owner.

What Will We Do?

You must notify us in accordance with the notice requirements specified below, and GenStone will investigate and determine, in its sole discretion, whether you have a valid claim. If GenStone, in its sole discretion, determines that you have a valid warranty claim, GenStone will undertake the following if applicable to your claim:

If GenStone determines that there was a manufacturing defect, in its discretion, GenStone will either:

- (1) Provide paint, caulking, and sealant as it may determine will be adequate to repair the portion of the Product related to the Defect or
- (2) replace the portion related to the Defect or
- (3) refund the purchase price for the portion related to the Defect, prorated as outlined in the Warranty Coverage Schedule below.

Our obligations under this Warranty will in no event exceed the purchase price of the portion of the Products found to be defective. Any additional costs and expenses beyond these amounts are your responsibility. Labor costs are not covered.



EMAIL
warranty@genstone.com

CALL
1-855-397-1294

ONLINE
www.genstone.com

This Warranty Does Not Cover?

- Damage of any kind resulting from faulty or improper use, application, vandalism, abuse or installation of the Product
- Improper installation
- Damage resulting from settlement of the building, movement in foundation or walls, or other failures of the structure
- Fading due to normal weathering
- Claims that may have been caused by failure to perform the recommended annual preventative maintenance as specified in the GenStone Use and Care document found on (genstone.com)
- Surface discoloration due to air pollution, exposure to harmful chemicals (including harmful cleaning compounds and pesticides), efflorescence, oxidation, or normal weathering of the surface
- Airborne stains, mold and mildew accumulation
- Expansion or contraction of the Products due to extreme environmental conditions
- Installing interior Products outdoors voids the warranty
- Labor or installation costs
- Damage incurred to the Products during shipment to you
- Damage incurred during your storage of the Products prior to installation
- Damage from fire, fumes, vapors, animals or birds of any kind
- Lightning, hurricane, tornado, windstorm, earthquake, flood, water damage or other events
- Unforeseeable natural events, disasters or acts of God
- Product discoloration resulting from unpainted polyurethane exposed to sunlight
- Impact of foreign objects
- Warping or distortion of the Product due to exposure to excessive heat sources (e.g., barbecue grills) or exposure to unusual or excessive reflective heat sources (e.g., skylight or window reflection, roofing materials, pools, decks, blacktop, or concrete materials)
- Product that has been painted or whose surface has been altered in any way without written authorization from GenStone

Other Limitations

1. Due to normal weathering or changes in manufacturing, replacement Products may differ in gloss and color from Products originally installed on the property.
2. We reserve the right to discontinue or change any design or color of any of our Products at any time and without notice or liability. If, for any reason, Products of the type originally installed are no longer available through GenStone at the time you make a warranty claim, we may substitute another product determined by us to be of comparable quality and price.
3. There are no warranties on these Products other than as set forth in this Warranty. We are not liable to you for a breach of any other written or oral express warranties, such as those, if any, given to you by, salesmen, dealers, contractors, applicators, or distributors of the Products.
4. We exclude and are not responsible for any consequential or incidental damages arising out of any breach of this express warranty, or any other oral, written or implied warranty that may apply to your purchase, as it relates to our products. This is your exclusive warranty and is in lieu of all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose.
5. We exclude and are not responsible for any consequential or incidental damages from Products installed too close to a heat source or Products that are installed in an area where the Products may come in contact with flames or embers. It is the owner's sole responsibility to follow the installation guide.



EMAIL
warranty@genstone.com

CALL
1-855-397-1294

ONLINE
www.genstone.com

How Do You Submit A Warranty Claim?

To initiate a claim, you should contact our warranty services department at 1-800-425-0788 to receive a warranty claim form or download the claim form from the GenStone website. You must submit your claim form in writing by email to us within the warranty period and within 30 days after the Defect was discovered or should have been discovered by you. GenStone in most cases will require specific information from you the purchaser to include, but not limited to: Photos and pictures, samples and measurements so that GenStone can properly evaluate the claim. Failure of Purchaser to provide any requested photos, pictures, samples, measurements, or other necessary information could result in the claim being delayed or denied.

Warranty Coverage Schedule

If GenStone determines in its sole discretion that the purchaser shall receive replacement Products Or a refund for the portion of the Product related to the defect, the Proration schedule below shall apply: refund amount will be provided according to the schedule below.

YEARS FROM PURCHASE DATE	GENSTONE'S COVERAGE	PURCHASER'S RESPONSIBILITY
0 - 1 Year	100%	0%
1 year and 1 Day to 2 Years	95%	5%
2 Years and 1 Day to 3 Years	90%	10%
3 years and 1 Day to 4 Years	85%	15%
4 Years and 1 Day to 5 Years	80%	20%
5 Years and 1 Day to 7 Years	70%	30%
7 Years and 1 Day to 9 Years	60%	40%
9 Years and 1 Day to 12 Years	40%	60%
12 years and 1 Day to 20 Years	20%	80%
20 Years and 1 Day to 25 Years	10%	90%

Warranty Dispute Resolution

Any dispute arising out of or related to this Warranty shall be resolved only by binding arbitration in Denver, Colorado at the Judicial Arbitrator Group, Inc.



EMAIL
warranty@genstone.com

CALL
1-855-397-1294

ONLINE
www.genstone.com