WM White Matte

Commercial Quartz 10-Year Limited Warranty

This White Matte warranty applies only to eligible quartz surfaces sold by White Matte and identified as covered on the purchase record. It does not extend to other product categories without a separate written warranty.

Who and what is covered

Coverage is for the original owner of the commercial property where eligible quartz was permanently installed in an interior application. It does not transfer when ownership changes or when material is moved from the original installation.

Coverage period and remedy

The limited warranty runs for 10 years from completion of installation. White Matte will review a timely claim that eligible quartz material has a manufacturing defect. For a claim White Matte approves, it may repair the affected material or provide replacement material. An exact match in color, pattern, finish, or availability is not guaranteed.

Claims process

Notify White Matte within 30 days after discovering a suspected defect. Provide proof of purchase, the installation date and location, product identification, photographs, and a description of the issue. Preserve access for inspection and do not discard the affected material before White Matte has an opportunity to review it.

Not covered

- Outdoor or flooring applications, or material moved from its original installation.
- Routine cleaning, normal wear, scratches, stains, impact damage, or damage from misuse.
- Damage caused by excessive or sudden heat, unsuitable chemicals, improper care, or inadequate support.
- Fabrication or installation errors, seams, structural or substrate movement, and defects visible before fabrication.
- Expected variation in color, veining, pattern, or finish and differences from samples or replacement stock.
- Labor, demolition, removal, reinstallation, shipping, and work on other building components.

How to contact White Matte

Submit registration or claim documentation through the contact form at whitematte.com/contact, or contact sales@whitematte.com. White Matte's showroom is at 1875 Graves Rd, Norcross, GA 30093. Keep a copy of each submission and any written acknowledgment.