WM White Matte

Residential Quartz Limited Lifetime Warranty

This White Matte warranty describes coverage for eligible quartz surfaces sold by White Matte and identified as covered on the purchase record. It is not a warranty for cabinetry, closets, flooring, porcelain, natural stone, or any other product unless White Matte separately confirms coverage in writing.

Who and what is covered

Coverage is for the original purchaser who owns and occupies the private, single-family residence where the eligible quartz was first installed. The quartz must remain permanently installed inside that residence. The coverage is not transferable to a later owner or occupant.

Coverage period and remedy

Limited lifetime coverage begins when installation is completed and continues while the original purchaser owns and occupies the residence, subject to the conditions in this document. White Matte will review a timely claim concerning a manufacturing defect in eligible quartz material. If White Matte determines that the material has a covered defect, it may repair the affected material or provide replacement material. A perfect match in color, pattern, finish, or availability cannot be promised.

Registration and claims

Register the eligible quartz with White Matte within 30 days after installation. Provide the purchaser's name, installation address and date, invoice or proof of purchase, product identification, and any available slab or batch number. Report a suspected covered defect within 30 days after discovering it. Include photographs and a description of the issue. White Matte may request more information or inspect the installed surface before deciding a claim.

Not covered

- Commercial, rental, outdoor, or flooring applications; material moved from its first installation.
- Ordinary maintenance, normal wear, stains removable by proper care, scratches, or impact chips.
- Damage from misuse, excessive or sudden heat, harsh chemicals, improper cleaning, or inadequate support.
- Fabrication or installation mistakes, seam appearance or movement, and damage caused by building or cabinet movement.
- Expected variation in shade, veining, pattern, or finish, including differences from samples or replacement stock.
- Labor, removal, reinstallation, freight, plumbing, electrical, cabinet work, and other associated costs.

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.