WM White Matte

Natural Stone Disclaimer and Pre-Fabrication Warranty

Natural material characteristics

Natural stone is formed with variations in color, pattern, veining, and mineral composition. Pits, fissures, and inclusions may be characteristic of a slab rather than manufacturing defects. A small sample or photograph cannot show every feature of the full slab, and later shipments may differ.

Natural stone may stain, etch, or scratch depending on the stone, finish, environment, and care. White Matte does not promise that a natural stone surface will resist every such effect.

Inspection before fabrication

The purchaser and fabricator should inspect the actual slab under suitable light before cutting. Confirm that its appearance, dimensions, and visible condition are acceptable for the project. Any concern about the slab should be reported to White Matte before fabrication begins.

Warranty limit

White Matte will review a documented concern about natural stone material only before the slab is cut or fabricated. Once cutting begins, the slab cannot be returned, exchanged, refunded, or credited under this pre-fabrication material warranty. Fabrication and installation work are outside this material warranty.

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.