



Minerva Surfaces Group¹

LIMITED 10 YEAR RESIDENTIAL WARRANTY — EFFECTIVE January 1, 2026

Minerva Surfaces Group[®] (the “Product”) that has been permanently installed and is in its originally installed residential location is warranted by Minerva Surfaces Group to be free of manufacturing defects. The product must be fabricated and installed by a qualified fabricator or installer. The product should be used and maintained in accordance with instructions provided by Minerva Surfaces Group in the “Minerva Surfaces Group[®] Product Care and Maintenance” document.

During the first 10 years after the date of initial installation, Minerva Surfaces Group may opt to repair or replace the product at no charge if the product fails due to a manufacturing defect.

Minerva Surfaces Group shall make its best effort to repair or replace the product with the best possible color match to the original. Minerva Surfaces Group cannot guarantee that the repair or replacement will be an exact color match to the original due to the natural minerals and ingredients used in the manufacture of Minerva Surfaces Group[®].

This warranty is applicable only to the original purchaser and only when all final payments for the product have been made. This warranty is non-transferable. Any associated repair or replacement costs other than the product itself shall be the responsibility of the original purchaser.

Terms and Conditions:

This warranty applies solely to Minerva Surfaces Group[®] and does not apply to any other products including sinks, faucets, or any other added appliances, nor to any other surfacing materials (for example, ceramic tile or solid surface), or other engineered stone products manufactured or supplied by any other party except Minerva Surfaces Group. This warranty does not apply to other installations of Minerva Surfaces Group[®], including but not limited to installations in shower walls and moving vehicles such as, but not limited to, boats or recreational vehicles.

This warranty applies to installations of Minerva Surfaces Group[®] that have been permanently installed in the interior of residential applications, provided they have not been moved from the original, permanent installation. Minerva Surfaces Group[®] products are for interior use only, and this warranty does not cover products installed in any exterior application.

If during or after installation you decide that you do not like the Minerva Surfaces Group[®] color you selected, replacement is not covered by this warranty.

¹ – This document covers Minerva Surfaces Group[®] Quartz and Composite product offerings
Replaces Warranty effective date January 1, 2026



To obtain service under this limited warranty, you must contact the source from whom you purchased Minerva Surfaces Group. This step will allow your fabricator or installer the opportunity to correct any issues not covered by the Minerva Surfaces Group warranty.

To be eligible for repair or replacement, the consumer must complete the "Minerva Surfaces Group Warranty Submission Process" form, which requires project information, including proof of purchase. The homeowner can request the form from ignacio@minervaquartz.com, from their supplier, or from the email info@minervaquartz.com. This step must be completed for any warranty consideration to take place.

If you represent to us that your installation is Minerva Surfaces Group, and our warranty service agent at the installation site determines that your installation is not Minerva Surfaces Group, you will be liable for and charged the standard warranty service trip charge in effect at that time, and no repair or replacement will be performed.

You must permit Minerva Surfaces Group or their authorized agents to inspect the installation of the product. It is imperative that you cooperate with the efforts of Minerva Surfaces Group to perform its obligations under this warranty. All decisions about defects in manufacture shall be made by Minerva Surfaces Group and communicated to appropriate parties in a timely manner. If Minerva Surfaces Group performs a repair or replacement of your installation, we will seek to obtain the best possible result.

- This warranty is not valid unless the product and the installation have been paid in full.
- This warranty does not cover seam appearance or performance, adhesives, caulk, or other bonding or attached items.
- Thermal shock can occur when a hot pan, dish, or other receptacle or object is left on the countertop for more than a short period. Trivets or hot pads should always be used between heated cookware and Minerva Surfaces Group. These issues will not be considered manufacturing defects but are subject to proper care and maintenance by the owner.
- This warranty does not cover the use of products that have been exposed to outside weather and climate conditions, abnormal use or conditions, or abuse. "Abnormal use or conditions" include, but are not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, excessive force or chemical abuse, or damage from improper care and maintenance.
- Improper care of Minerva Surfaces Group may result in etching, staining, scratching, chipping, cracking, or discoloration.

This warranty applies to products that have been maintained according to the Minerva Surfaces Group & Maintenance Guide. Minerva Surfaces Group & Maintenance Guide may be obtained free of charge upon request from the authorized Minerva Surfaces Group dealer, or directly from the Minerva Surfaces Group website.

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What You Should Expect From the Appearance of Your Minerva Surfaces Group®:

Minerva Surfaces Group® are made from natural minerals and pigmented resin attempting to duplicate the look of natural stone. Variations in the color, gloss, finish, size and shape of veins and pattern, and background tone of the product are inherent in the process. These are unique characteristics to be expected within this product. Blemishes, such as blotches or spots, are essential in the manufacturing process, just as you would find in natural stone.

Color Samples:

Minerva Surfaces Group® website photo color representations, samples, and literature pieces are only for color representation and are not guaranteed to be an exact replica of the final product. Due to the randomness effect of colors that contain natural minerals and movement or veining, some color samples, especially smaller samples, may not capture the overall slab aesthetic. Your countertop will not be replaced under this warranty due to color variations from sample(s).

Excessive Heat:

Thermal damage may occur when a hot pan, pot, dish, or any other receptacle or object is left on the countertop. Trivets or hot pads should always be used between heated cookware and Minerva Surfaces Group®. Damage from excessive heat is considered improper care and maintenance by the user, not a material defect, and therefore not covered under this warranty.

Chips:

Chips are caused by excessive impact. The minerals and resin are bonded together using vacuum vibro-compression. Chips or any other excessive impact damage are not covered under this warranty.

Scratches:

Minerva Surfaces Group® are extremely scratch resistant. However, scratching can occur when proper care is not used, and accordingly, scratches in your Minerva Surfaces Group® installation are not covered by this warranty. Cutting boards should always be used between cutlery and Minerva Surfaces Group® as part of proper care and maintenance.



Staining:

Minerva Surfaces Group® are stain-resistant, but not stain-proof. Most stains can be removed as outlined in our Minerva Surfaces Group & Maintenance Guide. Stains are not covered by this warranty. You can view our stain cleaning guidelines for the best stain removal procedures in our guide.

Blemishes and Veining:

Some level of what could be referred to as spots or dapples are inherent in the manufacturing process. Minerva Surfaces Group® veined materials include many variations in the design to simulate natural stone. The veins in Minerva Surfaces Group® are unique, random, and life-like; blemishes in these veins are not covered under this warranty.

General Obligations:

Minerva Surfaces Group is not responsible for damage or injury caused in whole or in part by weather or climate, job site conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents.

The obligation of Minerva Surfaces Group under this warranty is limited only to the repair or replacement of the Minerva Surfaces Group® product covered by this warranty, not including necessary labor charges needed to repair, remove, or replace the product. Minerva Surfaces Group will repair or replace material only for the area of the installation that is determined by Minerva Surfaces Group or its warranty service agent to be defective. To the extent required, Minerva Surfaces Group will cover the cost of simple plumbing and electrical disconnect and reconnect charges to the extent determined necessary by Minerva Surfaces Group or its warranty service agent, up to and not to exceed \$500.00.

The consumer will be responsible for any other costs associated with or arising from the repair or replacement. Such repairs include, but are not limited to, repairs to cabinets, backsplash, appliances, wall surfaces, paint, wallpaper, and tiles. Removal of cabinets, storage bins, and food garages or backsplashes to allow access to the Minerva Surfaces Group® product for repair or replacement, as well as costs incurred to enable access to plumbing and electrical connections, are not covered under this warranty.

Your original warranty will continue for the duration of the original fifteen-year period from the original installation date. The warranty period does not begin anew from the date of any repair or replacement.

Except as provided in this limited warranty, Minerva Surfaces Group shall not be liable in either fault or contract for any loss of direct, consequential, or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. Minerva Surfaces Group makes no other warranty, representation, or guarantee, expressly or implied, with respect to its products, except as explicitly stated herein.

This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state or in Canada from province to province. This is the only warranty made by Minerva Surfaces Group for Minerva Surfaces Group®. No representative, dealer, salesperson, or other person is authorized to make any warranty or promise on behalf of Minerva Surfaces Group.

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Any other person is authorized to produce any warranty or promise on behalf of Minerva Surfaces Group with respect to Minerva Surfaces Group®. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon Minerva Surfaces Group unless made in writing and signed by an authorized employee of Minerva Surfaces Group.

Registration:

To register your Minerva Surfaces Group® warranty, go to info@minervaquartz.com and fill out the warranty form. Keep a printed copy of your completed warranty form for your records. Minerva Surfaces Group will keep your completed warranty in our warranty database.

Claim Procedure:

To obtain service under this warranty, contact your original installer or distributor to verify if a warranty claim should be considered. Notify Minerva Surfaces Group of the same via email at info@minervaquartz.com. Include the completed "Minerva Surfaces Group® Product Warranty Submission" form prior to the expiration of the warranty period. The customer must furnish Minerva Surfaces Group the completed Warranty Submission form to be considered. It may be sent by U.S. Mail or email to info@minervaquartz.com

Corporate office
83750 Citrus Ave. Suite 16
Indio, CA 92201
(714) 519-9034

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