Exclusions
This limited warranty covers only resistance to stains caused by common food and beverages including, but not limited to: orange juice, coffee, vinegar, wine, tomato, mustard, soft drinks, and cooking oils, under normal use, and does not cover:

- Any defect in the Covered Product caused by defective stone or installation.
- Variations due to the natural characteristics of stone, including color variations, veining, water lines or spots, and surface marks.
- Stains caused by any substance other than common food and beverages including, but not limited to: silicone, noncooking oils, acids, inks and dyes, paints, putty oils, and rust.
- Gloss or dullness or etching caused by spillage of highly acidic substances and surface marks; including water marks, rings, spots, and splash.
- Any damage caused by abuse, misuse, chipping, cracking, mishandling, alteration, building settlement or vandalism.
- Any damage caused by events beyond our control, such as fires, tornados or other Acts of God.
- Any countertop that has been moved from the original location of installation.
- Damage that results from your failure to maintain the Covered Product in accordance with the Care Manual.

Limitations
PPS MAKES NO WARRANTY, REPRESENTATION OR GUARANTEE WITH RESPECT TO YOUR COVERED PRODUCT, EXCEPT THE WARRANTY AS TO STAIN RESISTANCE, AS EXPRESSLY STATED ABOVE. PPS WILL NOT BE LIABLE TO YOU FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES RELATING TO THE COVERED PRODUCT, INCLUDING ANY COSTS OR DAMAGES ARISING FROM LOSS OF USE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. 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.
What to Do When a Spill Occurs

No matter how careful you are, spills are going to happen. A quick response and the right solutions can keep spills from damaging your stone or degrading the sealer.

Etch Marks
Highly acidic substances such as orange juice, coffee, vinegar, wine, tomato products, mustard and many soft drinks can etch marble, limestone, travertine, and granite. Sealing allows you time to wipe up a spill, but it cannot stop the chemical reaction that may leave a dull mark. Etching is not covered in the warranty.

General cleaners not specifically designed for natural stone are not recommended. These may etch away the polish, discolor the surface, scratch the stone or degrade the sealer. Professional refinishing is the best way to permanently remove etch marks and restore your natural stone’s even finish.

Food Spills
Scrape up the food with a plastic spoon. Blot with dry, white cloth. Spray the area with a neutral stone cleaner and wipe off excess with a clean cloth.

Liquid Spills
Blot away the excess with a clean, dry, white cloth while turning the cloth frequently. Spray the area with a neutral stone cleaner and wipe off excess with a clean cloth.

Mud
Let the mud stain dry completely. Remove dried mud with a soft plastic or nylon brush. Spray affected area with a neutral stone cleaner. Wipe dry with a clean cloth. If the stain remains, contact a professional cleaner.

Oily Stains
If you identify the stain as having an oil base (from foods like salad, cooking oils, butter or some cosmetics) you may be able to remove the stain using a poultice. A poultice will wick up the stain from deep within the stone.

Warranty Coverage

Protect Plus Surfaces LLC (“PPS”) warrants to you that your natural stone countertops that have been treated with STONETECH® BulletProof® sealer by an authorized applicator prior to or at the time of installation of the product (a “Covered Product”) will be resistant to stains caused by common food and beverages for the warranty period described below (the “Warranty Period”). Your warranty is subject to the terms, conditions, limitations and exclusions described below.

Warranty Period
The length of your warranty will vary depending on your use of the Covered Product. The Warranty Period for a Countertop Product that is used exclusively for indoor use in a personal residence is 25 years from the date of installation. The Warranty Period will be 15 years from the date of installation if the Covered Countertop Product is installed inside a building that is used, for any period of time, for industrial or commercial uses. The Warranty Period will be one year from the date of installation if the Covered Product is used outside of an enclosed building. Your warranty is fully transferable to any new owner of the property in which the Covered Product is installed.

Requirements for Making a Claim
You may not assert a claim until you have paid in full for the Covered Product. You must complete the registration of your Covered Product within sixty days after the completion of installation. Your registration will be proof of purchase and establish the date of installation. Use the following link for registration: www.stonetech.com/warranty. You can make a claim by contacting us by e-mail at info@protectplussurfaces.com; phone at 1-877-817-9874; or mail at the following addresses: Protect Plus Surfaces, 420 3rd Avenue NW, Hickory, NC 28601. If you are not the original owner of the Covered Product, you must provide proof that the warranty has been transferred to you.