



SUPPORT@STYLE-ACCESS.COM



972-392-3800

1613 HUTTON DR, SUITE 110,
CARROLLTON, TX 75006

WARRANTY

ONE YEAR LIMITED WARRANTY

Style Access warrants that supplied products will be free from manufacturer defect for a period of one year from the date of purchase. Defect is defined as a shortfall in the product to perform within industry allowable tolerances as set forth in ANSI standard. Appropriate material usage is defined on series sales sheets available on our websites. Failure to follow recommended applications will void this warranty.

THIS ONE-YEAR WARRANTY IS THE SOLE WARRANTY EXTENDED AND REPLACES ANY STATUTORY WARRANTIES TO THE MAXIMUM EXTENT ALLOWABLE BY LAW.

Implied Warranty of Fitness for a Particular Purpose

Installers must follow the recommended applications on the series sales sheets. This warranty is deemed void if the recommended applications are not followed. No other warranties are applicable beyond the details mentioned hereof.

U.S. State Laws

This Limited Warranty gives the customer specific legal rights. You may also have other rights that may vary from state to state. You are advised to consult applicable state laws for a full determination of your rights.

What is not covered by this warranty?

Warranty claims must be reported immediately. Failure to report warranty claims within 30 days of defect discovery will void the warranty. All products must be inspected prior to installation. Installation of products with visual defects or traits that do not conform with ANSI standards will void this warranty. After installation, StyleAccess disclaims any liabilities.



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Exclusions of this Warranty:

Damages caused during transit or from installer misuse (including negligence, physical and/or chemical damage) are not covered by this warranty. Improper/insufficient installation methods are not covered by this warranty. Unless specifically stated, the materials supplied are for interior applications only.

Due to normal manufacturing variances, material received may not identically match initially submitted samples. Slight variances in color, shades, caliber and surface appearance are expected and are acceptable if within industry defined ANSI standards.

All natural stone products inherently lack uniformity and are subjected to moderate to high variation in color, shade, size, and finish. It is recommended that installers blend material from different cartons prior to installation to distribute variations across larger surface areas. Natural stones may have dry seams and pits that are often filled prior to shipment. The filling will degrade over time and necessitate refilling as part of a normal maintenance. All natural stone products should be sealed with a penetrating sealer prior to installation to facilitate the removal of grout and to protect open pores against staining.

Limitations of Remedy

Within the warranty period, purchasers may open a claim for defective material. StyleAccess will either refund the purchase value of the material or provide free replacement material after reasonable/logical attempts to remedy the issue on the jobsite have been made. No consequential (including, but not limited to, lost profits) or incidental damages are recoverable.

Process to make a claim

Within the one-year warranty period, the purchaser can contact our Customer Service team (support@style-access.com) and submit a claim with following documents:

1. Copy of a proforma, invoice, or sales receipt showing place of purchase, product part number, quantity, date of purchase, and price paid
2. Detailed information about the material defect including:
an explanation of the specific defect(s), an explanation of the installation process including a list of all setting material products used, photos of installed material, photos of material yet to be installed, and photos of carton labels (one for each shade number)

Once a claim is determined to be valid, StyleAccess will contact the purchaser and remedy the situation through repair/replacement/refund. After a settlement has been reached, no further claims on the specified material used for the project may be made.