Warranty

Warranty Coverage

Residential Applications

Levantec offers a 25-Year Limited Residential Warranty from the original date of installation for Levantec surfaces installed in residential applications.

Commercial Applications

Levantec offers a 10-Year Limited Commercial Warranty for commercial installations including hospitality, retail, office, and other commercial environments.

This warranty applies only to the original purchaser and the original installation location.

What This Warranty Covers

This warranty covers manufacturing defects that affect the structural integrity, performance, or functionality of the Levantec material under normal conditions of use.

Levantec ultra-compact surfaces are designed to offer:

- High heat resistance
- UV stability
- Stain resistance
- Low porosity
- Resistance to everyday thermal shock under normal use conditions

If a manufacturing defect is confirmed, Levantec may, at its sole discretion:

- Repair the affected material
- Replace the defective material with the same product or the closest available alternative
- Refund the original purchase price of the material

Replacement products may vary slightly in color, pattern, texture, or finish due to the natural characteristics and manufacturing process of ultra-compact surfaces.

Indoor and Outdoor Applications

Levantec surfaces are suitable for both indoor and outdoor applications when fabricated and installed according to Levantec installation guidelines.

Outdoor installations must follow all recommended fabrication, support, expansion, and installation requirements.

What This Warranty Does Not Cover

This warranty does not cover damages or issues resulting from:

- Improper fabrication, installation, transportation, or handling
- Structural movement, settling, or inadequate support
- Misuse, abuse, negligence, or improper maintenance
- Impact damage, chips, cracks, or scratches occurring after installation
- Exposure to abnormal conditions or unauthorized chemical products
- Damage caused by fire, flooding, accidents, natural disasters, or external forces
- Normal wear and tear over time
  Visual differences between samples, photography, and installed products
- Seam appearance, adhesives, caulking, or installation-related materials
- Modifications made after installation

This warranty does not cover labor or additional costs associated with:

- Removal
- Fabrication
- Reinstallation
- Plumbing
- Electrical work
- Cabinetry
- Transportation
- Temporary accommodations
- Indirect or consequential damages

Heat Resistance and Thermal Performance

Levantec surfaces are engineered to withstand high temperatures and everyday thermal exposure under normal use conditions.

However, direct exposure to extreme heat sources, improper installation near heat-generating appliances, unsupported thermal stress, or abuse of the material may result in damage not covered under this warranty.

The use of trivets and appropriate installation practices is always recommended.

Care and Maintenance

To maintain warranty coverage, Levantec surfaces must be cleaned and maintained according to Levantec Care & Maintenance Guidelines.

The use of abrasive products, improper cleaning methods, or unauthorized surface treatments may void this warranty.

Warranty Registration

To activate this warranty, the product must be registered within 60 days of installation.

Registration requires:

- Proof of purchase
- Installer or fabricator information
- Product information
- Installation address

Warranty Claims

All warranty claims must be submitted in writing within a reasonable time after discovery of the issue.

Claims must include:

- Proof of purchase
- Photographs of the issue
- Installation information
- Description of the claim

Levantec reserves the right to inspect the installation and material prior to approving any warranty claim.

Limitations

This Limited Warranty is the only warranty provided by Levantec regarding its surfaces except where otherwise required by applicable law.

Levantec shall not be liable for indirect, incidental, punitive, or consequential damages arising from the use, replacement, or inability to use the product.

Some jurisdictions do not allow certain exclusions or limitations, so portions of this warranty may not apply depending on local laws.