



Know Your Stone

Congratulations on choosing natural stone (granite, marble and/or travertine) for your new countertop(s). It took Mother Nature millions of years to make the natural stone that you now proudly own. Think about it, each and every piece of stone you own has no match in the entire world! Along with its unmatched beauty, you also must understand its unique characteristics which will help you better enjoy your purchase.

1. The sample shown to you at the time of your selection serves only to indicate a general way the color, pattern and texture are found in this color of stone and may vary from the slab countertops installed in your home. This variation should be expected. Your countertops will not be replaced due to variation from the samples.

2. Stone's Natural Beauty- Know What To Expect. You will probably notice small hairline veins, which are called "**fissures**". There will also be irregular mineral concentrations of color that vary in size. These are called "**inclusions**". Inclusions might be fairly circular in nature, or they might appear to run through a portion of the countertop in somewhat of a straight line. Some stone slabs contain extremely tiny holes called "**pits**" which are too minute to be able to be filled by resin at the factory. In addition, some slabs contain "**fill**". Fill is essentially the combination of material and resin a polishing factory uses to fill a hole in the slab that is larger than a pit. All of these above mentioned have the potential to be felt. Please be aware that fissures, inclusions, pits and fill are all considered part of the distinctive and unique beauty of natural stone. There will be no compensation at any level due to any of these natural features of the stone.

****NOTE*** Granite with fissures, inclusions and fill make its way through the supply chain unscathed. From cutting the rock at the quarry, to the cutting factory, to shipping containers that ship to the USA, to the delivery trucks, to our shop to get fabricated, transported to the install destination, the material/structural integrity is not compromised at all.

3. Marble and travertine are especially likely to have pits, significant veining and fill. Also, honed finishes will not feel as smooth as that of a polished granite countertop.

4. No two pieces of stone, such as the pieces that make up a kitchen countertop, will be identical. Please note, for "high movement" stones, significant pattern and color variation may occur where pieces are seamed together. There will be no compensation at any level due to color, pattern or texture variation.

5. To clean stone countertops, a damp cloth or paper towel is usually all you need. Use natural stone cleaners for everyday cleaning if natural stone cleaners for everyday cleaning. If natural stone cleaners are not used, we recommend using ammonia free, non-acidic and P.H. balanced cleansers, diluted with water to clean the surface(s). Clean up spills as soon as possible.

6. Natural stone countertops seams and lamination lines are **visible and can be felt**. Seams will be placed where necessary based on countertop layout and material size constraints. Even for the same floor plan, seam locations may vary due to slab size. Seams may vary in width and height from 1/16" to 1/8" depending upon installation requirements. There may also be minor "**flakes**" at seam joints due to the crystal composition of the stone.

7. Stone tiles and stone countertops will not match in color since they do not come from the same block.

8. If the island is more than 58" wide or 109" long, it may have a seam in it. Slab sizes of the same color vary from shipment to shipment. Hence, for large islands in some cases, a seam is required and in others a seam is not required, even if the floor plan is exactly the same.

This is a natural fissure in this **White Glimmer** granite. This granite, along with many other exotic upper tier granites, have a lot of movement and contain more fissures than granites with less movement. This fissure continues to the lower left hand of the sink. Some of this is filled after cutting into slabs at the factory. Commonly mistaken for “cracks”, granites like these do not lose their structural integrity during the supply chain process.



A close-up photograph of a white, textured surface, likely a piece of paper or fabric. The surface shows signs of wear, including small dark spots and a vertical crease. The lighting is somewhat uneven, with a darker area at the top.



Purchaser
Date

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