



LUCCIARE®

by polarstone

# Commercial 10-Year Limited Warranty

Genesis Surfaces

Nature's Masterpiece  
Crafted To Inspire

# Commercial 10-Year Limited Warranty

## Warranty Coverage

This limited warranty applies exclusively to Lucciare Genesis surfaces installed in commercial properties, including offices, hotels, retail spaces, and rental units. It covers:

- ❑ **Manufacturing and Material Defects:** Such as structural flaws in the product.
  - ❑ The warranty is valid only if:
    - The product is fabricated and installed by an authorized Lucciare fabricator.
    - The surface is permanently installed and remains unaltered from its original location.
    - Installation occurs in a qualifying commercial setting.
  - ❑ Lucciare, at its sole discretion, will repair or replace the defective material.
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## Key Conditions

### ❑ **Warranty Registration:**

Must be completed within 30 days of installation at [lucciare.com/warranty](https://lucciare.com/warranty). If not registered, proof of purchase (invoice or receipt) is required.

### ❑ **Proper Maintenance:**

The product must be maintained in accordance with Lucciare's official Care & Maintenance Guide.

### ❑ **Inspection Requirement:**

All final determinations regarding warranty coverage will be made by Lucciare following inspection.

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## Warranty Exclusions

This warranty does **not** cover:

### ❑ **Fabrication or Installation Issues:**

- Improper fabrication or installation (fabricator's responsibility).
- Seam failure caused by substrate movement, thermal shock, or unsupported overhangs.
- Modifications or fabrication outside of Lucciare's recommended guidelines (e.g., excessive mitering or thinning).

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## ❑ Damage from Misuse:

- Physical damage such as scratches, chips, or breakage due to impact or abuse.
- Heat damage from placing hot items directly on the surface.
- Chemical damage, dry cutting, on-site polishing, or unauthorized alteration.

## ❑ Non-Qualified Applications:

- Residential installations (covered under a separate warranty).
- Outdoor use, flooring, mobile applications, or temporary installations.

## ❑ Aesthetic and Natural Variations:

- Minor cosmetic imperfections, color or pattern variations, water spots, and stains.
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## Limitations

### ❑ No Consequential or Incidental Damages:

Lucciare is not liable for business interruption, lost revenue, or other indirect losses.

### ❑ Non-Transferable:

This warranty applies only to the original purchaser and becomes void upon transfer of ownership.

### ❑ No Implied Warranties:

This warranty does not include any implied warranties, such as fitness for a particular use or promises made by others.

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## Claim Process

### • Report the Issue:

Email [info@lucciare.com.au](mailto:info@lucciare.com.au) with details of the defect.

### • Submit Documentation:

Provide proof of purchase (invoice or receipt) if the warranty was not registered.

### • Inspection:

Lucciare or an authorized representative will evaluate the issue on-site.

### • Resolution:

If approved, Lucciare will repair or replace the defective material. Material availability may affect color or pattern matching.

# Residential 10-Year Limited Warranty

## What's Covered

Manufacturing defects in Lucciare Genesis surfaces

Interior commercial applications (e.g., offices, hotels, retail)

Fabrication and installation by authorized professionals

Valid for 10 years from installation date

Coverage available only to the original purchaser

## What's Not Covered

Exterior installations or structural movement

Physical abuse, misuse, or improper maintenance

Chemical damage, excessive heat, or impact

Unauthorized repairs or modifications

Normal wear and tear or surface dulling

## How to Register & Claim

- Register within 30 days at [www.lucciare.com](http://www.lucciare.com)
- Keep proof of purchase
- Contact Lucciare with photos and issue details
- Inspection required before any decision

## Contact Us

Email: [info@lucciare.com](mailto:info@lucciare.com)

Phone: 856-724-1967

Web: [www.lucciare.com/warranty](http://www.lucciare.com/warranty)



