



LUCCIARE®

by polarstone

Commercial 10-Year Limited Warranty

Solstice Surfaces

Built to last
Made to Inspire

Commercial 10-Year Limited Warranty

What Does the Warranty Cover?

- This warranty is non-transferable. It applies only to the original owner of the property in which the Lucciare Solstice outdoor surface was installed and becomes void upon transfer of ownership.
- If a Lucciare Solstice outdoor surface fails due to a manufacturing defect, Lucciare will, at its sole discretion, repair or replace the affected material. Efforts will be made to achieve the best possible result; however, replacement is not guaranteed to be an exact color or finish match. All warranty decisions rest solely with Lucciare. No representative, distributor, dealer, installer, or other party is authorized to offer any warranty or representation on Lucciare's behalf.

Note: Requests for a different color or finish during or after installation are not covered under this warranty.

What Does the Warranty Not Cover?

Applications

- Use of Lucciare Solstice outdoor surfaces as flooring or cladding.
- Creative or non-standard applications such as bending or curving.
- Surface/Finish-Related Exclusions
- Improper use or abuse, including damage from mishandling, excessive heat, chemical exposure, or poor maintenance.
- Damage from natural events or acts of nature.
- Chips, dents, scrapes, or holes from impact or objects striking the surface or its edges.
- Surface scratches or abrasions. While highly scratch-resistant, the surface is not scratch-proof and must be protected with cutting boards and trivets.
- Routine maintenance issues, such as minor stains or water marks, are not covered.
- Damage from chemical reactions with incompatible materials, unless used according to Lucciare's Care & Maintenance Guidelines.
- Surface marks, fingerprints, and signs of daily use, especially on non-polished finishes like Honed, Concrete, Natural, or Rough Concrete, which require more frequent cleaning.
- Natural variations in color, pattern, tone, and reflectivity. Each slab is unique, and differences from samples or variations due to lighting conditions are not considered defects.

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- Small surface “spots” or “blemishes” that occur naturally during manufacturing and do not affect structural performance.

Fabrication/Installation

- Costs associated with removal, re-fabrication, reinstallation, or labor are not covered.
- Any defect or failure caused by the installer or fabricator, including Lucciare Certified Fabricators, who operate independently from Lucciare.
- Work performed by non-certified fabricators.
- Use of slabs with visible defects that were not excluded during inspection or dry-fitting.
- Seam issues or separation due to structural shifting or thermal shock. Trivets must be used to prevent damage from hot items.
- Material altered in thickness (milled or reduced).
- Installation involving mechanical fasteners directly into the slab.
- Installations lacking proper support, including unsupported overhangs beyond Lucciare's recommendations.
- Chips or cracks caused by dry cutting or polishing techniques.
- Edge-related failures due to incorrect profiles or poor execution of mitered joints.
- Alterations to factory-applied finishes, including in-shop honing or polishing.
- Additional costs or damage related to surrounding elements (plumbing, tile, cabinetry, electrical, flooring, etc.).
- Removal or defacement of the product identification information located on the back of the slab will void the warranty.
- Damage caused by appliances or other products in contact with Lucciare surfaces, or damage from installing such ancillary components.
- Lucciare is not liable for any resulting damage or cost related to surrounding materials, appliances, or installations when replacing or repairing the surface.
- Lucciare is not responsible for damage caused by force majeure, vandalism, structural movement, improper transportation, job site conditions, or failure to follow Lucciare's storage or installation recommendations.
- Lucciare is not liable in contract or tort for any loss or damage, including direct, indirect, incidental, consequential, special, or punitive damages arising from the use—or inability to use—the product. Some jurisdictions may not allow the exclusion of such damages, so these limitations may not apply in all cases.

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Disclaimer

This warranty document represents the full and exclusive warranty offered by Lucciare. It supersedes all prior oral or written warranties or representations. Except as expressly stated, no other warranties apply, including implied warranties of merchantability or fitness for a particular purpose, unless otherwise required by law. Local laws may provide additional rights to the customer.

Registering Your Warranty

Although not mandatory for coverage, we strongly encourage warranty registration to simplify the claims process. You may register your Lucciare product within 30 days of installation by visiting www.lucciare.com and submitting your business contact information, product details, and proof of purchase (including installation date, project name or site, and certified fabricator info).

How to Make a Claim

If a warranty issue arises, the original property owner must notify Lucciare within 30 days of discovering the defect. To submit a claim:

- Go to www.lucciare.com.
- Fill out the warranty claim form with:
 - ✓ A clear description of the issue
 - ✓ Photos of the affected area
 - ✓ Valid proof of purchase (e.g., paid invoice)
- Ensure all fields are complete, including a valid email address and phone number.

Upon submission, you will receive a confirmation email. Lucciare or its authorized agent may arrange an inspection to evaluate the claim.

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What's Covered

Manufacturing defects in Lucciare Solstice outdoor surfaces used in approved commercial installations.

Repair or replacement of the defective material (at Lucciare's sole discretion).

Warranty applies only to the original property owner. It is non-transferable.

Valid only when product is installed by a Lucciare Certified Fabricator and maintained according to Lucciare's Care & Maintenance Guidelines.

What's Not Covered

Flooring, cladding, or creative uses (e.g., bending)

Damage from misuse, impact, heat, or chemicals

Scratches, chips, routine wear and tear

Natural color or pattern variations

Fabrication or installation errors (including by certified fabricators)

Unsupported overhangs, improper edge details, or dry cutting

Seam issues, substrate shifting, or label removal

Indirect or incidental damages (plumbing, cabinets, appliances, etc.)

How to Register & Claim

- Register within 30 days at 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

Phone: 856-724-1967

Web: www.lucciare.com/warranty

