



LUCCIARE®

by polarstone

Residential 10-Year Limited Warranty

Genesis Surfaces

Nature's Masterpiece
Crafted To Inspire

Residential 10-Year Limited Warranty

Warranty Coverage

This limited warranty applies to Lucciare Genesis surfaces installed in owner-occupied, single-family residences and covers:

- ❑ **Manufacturing Defects:** Including material flaws in Lucciare Genesis surfaces.
 - ❑ The warranty is valid only if all the following conditions are met:
 - Fabrication and installation are performed by an authorized Lucciare fabricator/installer.
 - Surfaces are permanently installed within the interior of a single-family home.
 - Product is registered within 30 days of installation, or proof of purchase is provided.
 - ❑ Lucciare reserves the right, at its sole discretion, to repair or replace defective materials.
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Key Conditions

❑ **Registration Required:** Register your product at lucchiare.com/warranty within 30 days of installation. If not registered, proof of purchase (receipt/invoice) must be submitted.

❑ **Maintenance Requirement:**

Proper care and maintenance as outlined in Lucciare's guidelines must be followed.

❑ **Inspection Requirement:**

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

Warranty Exclusions

This warranty does not cover:

❑ **Fabrication & Installation Issues:**

- Improper fabrication or installation.
- Issues caused by movement of substrate, thermal shock, or non-compliant overhangs/mitered edges.

❑ **Damage from Misuse:**

- Scratches, impact damage, or heat damage (e.g., placing hot pans directly on surface).
- Chemical damage, dry cutting/polishing, bending, or unauthorized modifications.

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❑ Non-Covered Applications:

- Commercial properties (e.g., offices, rentals), exterior uses, flooring, or temporary installations.

❑ Cosmetic or Natural Variations:

- Natural pattern or color variations, minor stains, and water spots.
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Limitations

❑ No Consequential or Incidental Damages:

Lucciare is not responsible for any indirect losses, including property devaluation or inconvenience.

❑ No Implied Warranties:

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

Claim Process

- **Report the Defect:** Contact your original seller or email info@lucchiare.com.
- **Provide Proof of Purchase:** If the product is not registered, provide your invoice or receipt.
- **Inspection:** Lucciare or an authorized agent will assess the claim.
- **Resolution:** If eligible, Lucciare will repair or replace the material. Exact color/pattern match is not guaranteed.

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What's Covered

Manufacturing defects in Lucciare Genesis surfaces

Applies only to interior installations in owner-occupied, single-family homes

Valid only if fabricated and installed by a Lucciare-authorized professional

Coverage available only to the original purchaser

What's Not Covered

Damage from improper installation, misuse, or structural movement

Outdoor installations, fireplaces, or any non-interior uses

Natural variations, wear and tear, stains, or chemical damage

Any modification, removal, or repairs not authorized by Lucciare

Warranty is void if the property is sold or transferred—even if the surface remains installed

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

