



LUCCIARE®

by polarstone

Residential 10-Year Limited Warranty

Solstice Surfaces

Built to last
Made to Inspire

Residential 10-Year Limited Warranty

What is Covered

This limited warranty applies exclusively to Lucciare Solstice outdoor surfaces that have been permanently installed in a single-family residential setting as countertops or backsplashes, within regions where ambient temperatures range from -13°F to 122°F. It warrants against manufacturing defects under the conditions outlined below.

Terms and Conditions

- A. This warranty covers Lucciare Solstice outdoor surfaces permanently installed in single-family residences and not relocated post-installation.
- B. It applies solely to Lucciare Outdoor products and excludes all other surfacing materials, even those from Lucciare or third-party manufacturers.
- C. Coverage includes defects in materials fabricated and installed by Lucciare Certified Fabricators in accordance with official Lucciare fabrication and installation guidelines. At Lucciare's discretion, defective materials will be repaired or replaced.
- D. This warranty is valid only for residences owned and occupied by the original owner.
- E. The product and services must be paid in full for the warranty to apply.
- F. Proper care and maintenance, as described in the Lucciare Care & Maintenance Guidelines (available at www.lucciare.com), are required. Use of unapproved topical treatments—including natural stone sealers, toners, or cleaners—will void the warranty.
- G. Claims must be submitted within 30 days of discovering a failure. Contact the authorized dealer or file a claim directly at www.lucciare.com.
- H. Warranty activation requires registration within 30 days of installation. If no registration is on file, proof of purchase (including owner's name, dealer, fabricator, and product details) will be accepted. Cooperation in inspection and resolution is required.
- I. Lucciare assumes no liability for compliance with building codes, engineering standards, or design requirements of the installation site.
- J. If a covered defect is confirmed, Lucciare may repair or replace the material. Exact color matches are not guaranteed. No third party is authorized to modify or extend this warranty.

Exclusions – What is Not Covered

Applications

- Commercial use (e.g., stores, rentals, offices).

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- Flooring or cladding applications.
- Creative modifications (e.g., bending or curving).
- Improper use or abuse (e.g., excessive heat, mishandling, chemical damage).
- Damage from natural disasters or weather conditions.
- Impact damage (e.g., chips, dents, marks from heavy objects).
- Scratches and abrasions, including from improper cutting or lack of trivets/boards.
- Stains or chemical reactions not addressed by Care & Maintenance guidelines.
- Surface marks (e.g., fingerprints, metal marks) and maintenance sensitivities of finishes other than Polished.
- Natural variations in color, veining, and reflectivity. Samples are representative, not exact.
- Small spots or blemishes inherent in the manufacturing process.
- Surface / Finishes
- Costs related to removal, fabrication, or reinstallation.
- Failures due to errors by fabricators or installers, even if certified.
- Fabrication not completed by a Lucciare Certified Fabricator.
- Pre-existing defects not avoided during visual inspection or dry fit.
- Seam appearance/performance or accessory items like adhesives.
- Failures from substrate movement or thermal shock.
- Material altered in thickness or secured with mechanical fasteners.
- Installations with inadequate structural support (e.g., unsupported overhangs).
- Damage from dry cutting or polishing.
- Edge failures from improper edge detail or incorrect mitering.
- Alteration of factory finishes or in-shop refinishing.
- Related costs for plumbing, electrical, tile, cabinetry, etc.
- Removal of product information label from the back of slabs.
- Damage caused by appliances or ancillary products (e.g., sinks, dishwashers).
- Incidental or consequential damages, including loss of use, even during repair or replacement.
- Natural disasters or mishandling during storage, transport, or installation.

Disclaimer

This document contains the full and exclusive warranty for Lucciare Outdoor products and supersedes any prior oral or written representations. Except where prohibited by law, Lucciare disclaims all other warranties, including implied warranties of merchantability and

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fitness for a particular purpose.

Your rights under this warranty may vary by state or province. This warranty is not intended to limit or exclude any statutory rights that cannot be excluded under applicable law.

For NSF-certified products, visit www.nsf.org.

Warranty Claims

To file a claim:

- Visit www.lucciare.com and submit your case.
- Include a detailed description and photos of the issue.
- Provide a valid email, contact number, and proof of purchase (paid in full).
- You will receive confirmation via email once your claim is submitted.

Warranty Registration

Register your product at www.lucciare.com:

- Include contact information, product details, and installation date.
- Attach proof of purchase.
- An email confirmation will be sent upon successful registration.

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What's Covered

Manufacturing Defects in Lucciare Solstice outdoor surfaces used as countertops or backsplashes.

Installations completed by Lucciare Certified Fabricators.

Use in Single-Family Residences within -13°F to 122°F outdoor environments.

Repairs or Replacements (at Lucciare's discretion) for covered failures.

Full validity if registered within 30 days of installation or with valid proof of purchase.

What's Not Covered

Commercial Use or rental properties.

Creative applications (e.g., bending, curving, flooring, cladding).

Improper care (e.g., chemical damage, heat, dry cutting).

Visible defects not avoided during fabrication.

Damage from misuse, acts of nature, or substrate movement.

Seam issues, support failures, or installer errors, even by certified fabricators.

Altered surfaces, finish changes, or removal of product labels.

Incidental damages (e.g., plumbing, cabinetry, appliances).

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

