



Decorative Surface Warranty/Elite Finish

Congratulations on the purchase of your unique stain-free cement surface. All Elite Finish surfaces made by Cement Elegance include extra low-gloss finish unless otherwise specified. For concrete pieces sealed with our Elite Finish, we provide a limited warranty against staining for a period of five years and cracking for a period of thirty years. This applies to normal residential use. Any negligence (see below) will void the warranty. Concrete pieces with our Traditional Finish and Standard Finish, as well as floors and countertop backsplashes are not covered under our stain-free/crack free warranty. Commercial products have a two year finish wear warranty. Warranty becomes effective once project is complete and final payment has been received in full.

Cracks are:

- A condition where the cement separates to the point that the clear coat finish applied separates as well. Hairline cracks in the surface (crazing) that do not break the surface are part of the character of the surface and have no impact on the integrity of the product. Due to the fact that our product is hand-crafted, each project can exhibit some irregularity in surface, color, and finish which should be expected as inherent to the character and beauty of a hand crafted surface.

Stains are:

- Permanent discoloration of surface that cannot be removed. Variations in sheen are not considered a stain. You may experience some sheen variations that will eventually blend over time.

Warranty does not apply to:

- Appearance of cracks from building settling, improper cabinet or substructure installation, environmental conditions out of our control
- Scratches, cuts, chips, or dents in surface
- Any damage due to the product during the course of installation that is related to another's actions and not related to Cement Elegance

Negligence is:

- Using any surface as a cutting board
- Placing heavy, hot (above 400 degrees F), rough or sharp objects on the surface without protection pads (felt is preferred)
- Any event causing impact to the surface
- Use of cleaners not approved by Cement Elegance

Because our finish is a man-made product, we recommend that items stored or frequently slid on countertops (planters, small appliances, sculptures, etc.), have cork or felt pads under. This will also allow the finish to breathe ever so slightly to prevent long term shadowing from items moved infrequently. This does not apply to smooth bottomed items such as pots, pans, plates, bowls, or bottles typically used in kitchens.