ITALIC

by Radical Surfaces

LIMITED 15-YEAR WARRANTY

ITALIC Engineered Quartz Surfaces | Residential Installations

Radical Surfaces, LLC ("Radical Surfaces") warrants ITALIC branded engineered quartz surfaces to be free from manufacturing defects for a period of **fifteen (15) years** from the date of original installation when fabricated and installed by an Elite Authorized ITALIC Fabricator in a private single-family residence, in accordance with Radical Surfaces' published fabrication and installation guidelines.

This Limited 15-Year Warranty is available to the **original purchaser of an ITALIC surface for residential use only**. In new construction, the warranty is available to the original owner of record and is **non-transferable.**

All warranty determinations are at the sole discretion of Radical Surfaces. If Radical Surfaces determines that an ITALIC surface failed due to a manufacturing defect covered under this warranty, Radical Surfaces will, at its sole discretion, **repair or replace** the affected materials. An exact color match from current production is not guaranteed, as color and pattern are subject to natural production variation and the availability of specific lots.

COVERAGE SUMMARY

WHAT IS COVERED	WHAT IS NOT COVERED
Manufacturing defects in materials	Normal wear and appearance changes over time
Structural integrity failure under normal use	Scratches from improper use (use a cutting board)
Color or pattern defects attributable to production	Chips or cracks from impact damage
Delamination or surface separation not caused by installer error	Seam appearance, adhesives, caulk, or grout
Material failure at seams not due to substrate movement	Outdoor installations or flooring applications
Surface cracking under normal indoor use (not	Thermal shock damage from excessive direct

thermal shock)	heat
Single-family residential interior applications	Any commercial application, rental property, or place of business
7mm ultralight format in approved wall cladding applications	Creative bending, curving, or thickness reduction

TERMS AND CONDITIONS

Eligibility

- **15-year warranty period** begins on the date of original installation and applies only to ITALIC engineered quartz surfaces permanently installed in their original location.
- This warranty is available to the **original owner of a private single-family residence** where the ITALIC surface has been permanently installed in the interior of that residence by an Elite Authorized ITALIC Fabricator.
- This warranty applies only to surfaces fabricated and installed by an **Elite Authorized ITALIC Fabricator** who has completed Radical Surfaces' certification program and is in good standing at the time of installation.
- This warranty is available to the **original purchaser only** and is non-transferable to subsequent owners, tenants, or occupants.
- Surfaces must be maintained in accordance with the **ITALIC Care & Maintenance Guidelines** available at italicusa.com. Failure to follow care guidelines will void coverage.

Registration Requirement

- **Warranty registration is required** within thirty (30) days of the original installation date. Failure to register within thirty (30) days will void this warranty.
- Registration requires: proof of purchase, name of Elite Authorized ITALIC Fabricator, installation date, and property address.
- To request service under this warranty, contact Radical Surfaces at **warranty@radicalsurfaces.com** within thirty (30) days of discovering the defect. Have your registration confirmation and proof of purchase available.

What Is Covered

- **Manufacturing defects** in the ITALIC engineered quartz material, including but not limited to: structural material failure, delamination of the surface layer, or material cracking under normal interior use conditions not attributable to installer error, substrate movement, or thermal shock.
- **Color and pattern inconsistency** that deviates materially from approved production standards, where defect is attributable to the manufacturing process and not to natural variation inherent in the product.
- **7mm ultralight format** in vertical wall cladding applications (fireplaces, shower walls, feature walls, backsplashes) where failure is attributable to material defect and not to improper installation, substrate movement, or adhesive failure.

Warranty Service Remedy

- If a covered defect is confirmed, Radical Surfaces will, at its sole discretion, supply **replacement material** of the same or equivalent design and thickness from current production inventory.
- Radical Surfaces' **warranty obligation is limited to the cost of replacement material only**. The cost of fabrication, installation labor, tear-out, demolition, transportation, freight, or any ancillary trades work is not covered.
- An exact color or lot match is not guaranteed. ITALIC surfaces contain natural and engineered variation inherent to the production process. Replacement material will be the closest available match from current production.
- Radical Surfaces will strive to respond to warranty service requests within **fifteen (15) business days** of receipt of a complete claim.

WHAT IS NOT COVERED

The following are expressly excluded from coverage under this warranty:

Installation & Application Exclusions

- **Outdoor installations.** ITALIC surfaces are rated for interior use only. Any surface installed outdoors, in exterior applications, or exposed to weather is not covered.
- **Flooring applications.** ITALIC engineered quartz is not warranted for use as flooring material in any configuration.

- **Commercial use of any kind.** This warranty does not cover any surface installed in a commercial application, including but not limited to retail stores, offices, restaurants, hospitality properties, healthcare facilities, or any other place of business.
- **Rental, investment, or multi-tenant properties.** This warranty does not apply to any property used as a rental unit, Airbnb, short-term rental, multi-family dwelling, or any property not occupied by the original owner.
- **Non-certified fabricator installation.** Any surface fabricated or installed by a party who is not a currently certified Elite Authorized ITALIC Fabricator in good standing is not covered. Improper fabrication and installation is the sole responsibility of the fabricator.
- **Failure due to inadequate substrate support.** Radical Surfaces is not responsible for material failure attributable to insufficient cabinetry, framing, or structural support for the installation.
- **Creative fabrication methods.** Thermal bending, curving, reducing material thickness, or securing mechanical fasteners directly into the material are not approved applications and are not covered.

Damage & Wear Exclusions

- **Scratches.** ITALIC surfaces are highly scratch-resistant but are not scratch-proof. Damage from improper use — including cutting directly on the surface without a cutting board — is not covered. Always use a cutting board.
- **Chips and impact damage.** Chips, cracks, or fractures at edges or any surface area caused by impact — including dropping objects, mishandling during construction, or post-installation abuse — are not covered.
- **Thermal shock.** Damage caused by placing hot pans, dishes, or other heated objects directly on the surface for more than a brief period is not covered. Always use trivets or heat-resistant pads.
- **Chemical damage.** Damage caused by exposure to harsh chemicals, strong acids, bleach-based cleaners, paint strippers, or abrasive chemical compounds is not covered. Refer to the ITALIC Care & Maintenance Guidelines for approved cleaning products.
- **Staining from improper maintenance.** Stains or surface damage arising from failure to follow the ITALIC Care & Maintenance Guidelines are not covered. Routine maintenance is the responsibility of the owner.

Appearance & Variation Exclusions

- **Natural variation in color, pattern, and movement.** ITALIC surfaces are engineered from natural raw materials and inherently contain variation in background tone, vein character, depth, and pattern distribution. These are intentional characteristics of the product and are not defects. Samples and digital images are representative only and are not exact replicas of any specific slab.

- **Minor spots or blemishes.** Spots or blemishes smaller than a U.S. dime (10-cent coin) on solid-color surfaces, or smaller than a U.S. quarter (25-cent coin) on multi-tone or veined surfaces, are within normal production tolerance and are not considered defects.
- **Seam appearance, adhesives, and caulk.** Seam appearance and performance, adhesives, caulk, and accessory materials are not covered. Seam separation or cracking is typically caused by substrate movement, foundation settling, or thermal shock — none of which constitute material manufacturing defects.
- **Color change over time.** Normal aging, gradual tonal shift, or appearance changes resulting from use, cleaning products, UV exposure through windows, or other environmental factors are not covered.

Warranty Administration Exclusions

- **Unregistered products.** Products not registered within thirty (30) days of installation are not covered. Do not remove the product information label from the back of any slab before installation, as this information is required for registration.
- **Unpaid materials or services.** This warranty does not apply to any materials or services that have not been paid for in full.
- **Late claims.** Claims submitted more than thirty (30) days after the discovery of the alleged defect will not be processed.
- **Ancillary costs.** Radical Surfaces is not responsible for any costs associated with painting, plumbing, electrical work, cabinetry, flooring, tile, or any other trade work required to remove, replace, or re-install surfaces in connection with a warranty claim. Transportation, demolition, disposal, and re-installation costs are the responsibility of the owner.
- **Force majeure and site conditions.** Radical Surfaces is not responsible for damage or failure caused by acts of God, job-site conditions, architectural or engineering design deficiencies, structural movement, vandalism, or accidents beyond the control of Radical Surfaces.

LIMITATION OF LIABILITY

THE FOREGOING CONSTITUTES THE COMPLETE AND EXCLUSIVE WARRANTY FOR ITALIC ENGINEERED QUARTZ SURFACES AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH HEREIN, RADICAL SURFACES, LLC EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

RADICAL SURFACES SHALL NOT BE LIABLE IN CONTRACT OR TORT FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, EXEMPLARY, OR PUNITIVE DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE PRODUCTS COVERED BY THIS WARRANTY. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE MAY NOT APPLY IN YOUR JURISDICTION.

This warranty gives you specific legal rights. You may also have other rights that vary by state or jurisdiction.

HOW TO REGISTER & MAKE A WARRANTY CLAIM

STEP	ACTION
1 Register within 30 days	Complete registration within 30 days of installation. You will need: proof of purchase, fabricator name, installation date, and property address.
2 Contact Radical Surfaces within 30 days	Email **warranty@radicalsurfaces.com** within 30 days of discovering the defect. Include your warranty registration number and photos.
3 Identify the issue	Document the alleged defect with clear photographs. Note the date you first observed the issue.
4 Inspection	Radical Surfaces will review your claim and may dispatch an authorized inspector. All determinations are made at the sole discretion of Radical Surfaces.
5 Resolution	If the claim is approved, Radical Surfaces will supply replacement material from current production inventory. Radical Surfaces will respond to complete claims within 15 business days.

CARE GUIDELINES — MAINTAIN YOUR WARRANTY COVERAGE

ALWAYS: Use a cutting board. Use trivets or heat pads for hot items. Clean with mild soap and water or pH-neutral cleaner. Wipe spills promptly.

NEVER: Cut directly on the surface. Place hot pans directly on the surface. Use bleach, abrasive pads, strong acids, or paint strippers. Install outdoors or use as flooring.

Full Care & Maintenance Guidelines: italicusa.com

Radical Surfaces
italicusa.com
warranty@radicalsurfaces.com

Effective Date

This warranty is effective for all ITALIC surfaces installed on or after: **May 1, 2026**

Warranty Document Version

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