



Warranty Guide

Delivering Certainty

GoMajestic.com/Warranty



Majestic

Warranty Information

Dear Majestic Client:

Thank you for allowing Majestic the opportunity to be part of your home. As the Southeast's largest fabricator of high-quality kitchen + bath surfaces as well as glass, shelving, and accessories for the kitchen + bath needs, we are dedicated to meeting and exceeding your expectations.

Majestic has built its reputation for quality and assurance around our company's core purpose which is to DELIVER CERTAINTY to each of our clients for every project. What this means is that we work to do things right the first time for you and deliver "on-time, first-time, and every time" to the agreed specifications.

In order for Majestic to support your on-going needs, it is important for you to take action and complete our 3 step post-installation process.

1. Register for your warranty and on-going support for kitchen + bath products which will extend your warranty by an additional year along with a free care kit to ensure the beauty of your product.
2. Review and familiarize yourself with the care and maintenance instructions and guidelines to ensure your product has long-lasting value and appeal.
3. Relax and enjoy your new kitchen + bath knowing that Majestic is here to provide on-going support for any defects in the workmanship and product. Please see the warranty links as a reference.

If you have any issues, it is best to email us at Certainty@gomajestic.com, our team of professionals will respond within 24 hours to help address your needs or problem.

Thank you for your business,

-Team Majestic.

Use the QR code to register your new creation today!



Take advantage of:

A free
added year
of coverage



Direct
Majestic
Support

A Free Care Kit



Majestic Surface Warranty

Our Guarantee

Warranty & Service

All Majestic products carry a one (1) year limited warranty from the date of installation or delivery. The warranty covers defects in manufacturing or installation workmanship. Majestic Kitchen + Bath services all of its products for repair and warranty needs to customer satisfaction. **If products are registered through Majestic, an additional year of warranty coverage will be granted.**

Limited Warranty applies to Cultured Marble, Glass, Laminate/Post-Form, Natural Stone, Solid Surface, Quartz, Ultra-Compact Surface, and Venetian Marble

Our Guarantee

Majestic warrants to the owner the repair or replacement of the countertop or any portion without charge if determined by Majestic that the countertop has failed due to a defect in our workmanship.

The warranty covers defects in workmanship such as edge polishing, seam performance, and sink under mounting failure in residential kitchens, bathrooms, and wet bar installations for the time period of ONE YEAR following the date of installation. In order to process a warranty claim, it is necessary to send in writing a description of the problem via email with your name, address, and telephone number to:

Certainty@gomajestic.com

Once notification of warranty claim has been submitted the countertops will be inspected to determine whether the claim is to be covered by the warranty. If the claim is determined not to be covered by the warranty, a standard service charge will be charged to the owner and no repairs will be done until repairs are quoted and a signed work order has been processed. If the claim is determined to be covered by the warranty Majestic will choose whether to repair or replace the defective item. If Majestic chooses to replace a portion of the countertop, we will attempt to match the color and pattern of the existing countertops, but there will be no guarantee of an exact match. Our obligation under this warranty is limited to the repair or replacement of covered defects in workmanship. In the instance of costs associated with the repair or replacement covered by the warranty that would involve plumbing or electrical disconnect and reconnection Majestic will pay the cost of the licensed contractor involved. All other costs will be the owner's responsibility.

The warranty does not cover color or pattern variations due to differences from samples that were provided or showed to the owner. It does not cover damage due to abuse or normal wear and or construction damage. It does not cover scratches, chips, or stains unless Majestic determines that damage occurred prior to or during the installation of countertops. The warranty does not cover dissatisfaction with color, pattern, or veining of the selected stone or the dissatisfaction of direction of color, pattern, or veining of any piece or in adjoining pieces of two or more pieces of the countertop. The warranty does not cover any natural variations, fissures, or characteristics in color, pattern, or veining associated with natural stone. The warranty does not cover seam appearance or seam failure due to settling of cabinets or structure.