

General Terms and Conditions by Quarries Direct International, LLC. (QDI SURFACES)

1. PRODUCT INFORMATION: The information provided on our website, product descriptions, and marketing materials is for general informational purposes only. While we make every effort to ensure the accuracy and completeness of the information, we do not warrant or guarantee the accuracy, reliability, or suitability of any products for a specific purpose. Users are encouraged to independently verify product details and suitability for their intended use.

2. VARIATIONS IN COLOR: (American Standards Testing Methods - ASTM C1527 4.4) Piece to piece variation within pallet and variations from production are expected, normal, natural, and accepted in tile and natural stone. Any installed natural stone materials are required by Natural Stone Institute to be blended from pallet to pallet during the installation process. For large projects all material should be on site prior to initiating installation. If this cannot be done, it is recommended that there be a designated area where the multiple shipments will meet so as to minimize the possible color variation effects.

3. VARIATION IN APPEARANCE: Natural stone, ceramic and porcelain tile and Primo Bella® Quartz products may have variations in color, texture, and appearance due to their natural or manufactured characteristics. Images displayed on our website and in our marketing materials are for illustrative purposes only and may not precisely represent the final product's appearance. We recommend viewing physical samples prior to making a purchase.

4. DAMAGED MATERIAL ON PALLETS: There is commonly 5-7% breakage within shipped pallets from worldwide ocean and land transportation. We inspect orders as they leave our yard for excess damages. If the material arrives at the job site with more than acceptable damage, it is due to shipping conditions from QDI Surfaces facility to your locale, as it did not leave our facility in damaged condition. Please make notes to the driver of the delivery vehicle. No claims will be accepted once an item leaves a QDI Surfaces facility.

5. VOIDS OR HOLES IN TRAVERTINE: (ASTM C1527 4.3) Voids and holes in travertine and limestone are normal and natural. However, we require factories to sort materials for the best possible selections, instances where material from same production containing a higher degree of pores is possible. These are accepted as normal and we display our material to be obvious about that possibility. Please be sure that samples and showroom displays contain these natural effects. Sorted material will not be returned to QDI Surfaces for any exchange or refund, the material if deemed unacceptable will be returned in whole with QDI Surfaces' pre-approval, or the material accepted in its entirety.

6. INSTALLATION AND MAINTENANCE OF ALL MATERIALS: Before beginning ANY project be sure to thoroughly read, and understand all precautions and warnings. QDI Surfaces provides general installation and maintenance guidelines for our products. However, we are not responsible for the installation process carried out by third parties. Users are advised to consult with qualified professionals for proper installation, maintenance, and adherence to local building codes. **It is highly recommended to pre-seal back-side and all four-sides of the FRESKA Limestone materials with FILA PW-10 sealer prior to the installation if the said material is installed directly onto the soil. PW-10 is NOT a topical sealer! This will help minimize the risk of contamination in the soil to be absorbed by the material.**

7. QDI SURFACES SPC FLOOR: This material is intended for indoor use only. Avoid exposure to direct sunlight for prolonged periods; doing so may result in discoloration. During peak sunlight hours, the use of drapes or blinds is recommended. Carefully check flooring material for any defects prior to installation and contact supplier immediately if any are found. Please refer to detailed installation instructions. QDI Surfaces is not responsible for improper installation or claims on flooring installed with obvious defects or damage.

8. PRIMO BELLA QUARTZ: Like all natural stone countertops, quartz can be damaged by sudden changes in temperature. Pot holders and trivets should be used to protect a quartz countertop from anything hot. Though quartz countertops are not approved for outdoor use due to the manufacturing process, quartz may be used in outdoor kitchens with full overhead coverage from the elements. While quartz countertops are stain-resistant, they can still be stained; avoid putting bleach, permanent markers, paint, nail polish remover and similar products in contact with your countertops. These products are low maintenance and can be cleaned with a damp towel or gentle soap and water. Wipe up intense stains and spills as quickly as possible. For deep cleaning make sure to use a neutral PH cleaner designed specifically for quartz-based engineered countertops and follow the provided instructions. DO NOT EVER use strong, abrasive cleaning products and always follow the manufacturers dilution instructions and recommendations. QDI Surfaces is not responsible for stains, discoloration, scratches or abrasions due to improper cleaning and maintenance.

9. PORCELAIN PAVERS: Before any project be sure to thoroughly read, and understand all precautions and warnings. The type of installation will depend on traffic, region, and existing substrate. Always use assistance and proper technique when lifting product. Always slope paved surface at least 2% away from buildings or foundations. Never use a plate compactor on 20mm pavers. Always use proper safety equipment and read instruction manual before cutting and installing pavers. Cleaning and maintenance procedures can be carried out using a common neutral detergent and a direct water jet. When cleaning the surface of the pavers be sure to use a brush or broom with soft nylon bristles. Please refer to complete installation and maintenance guide. QDI Surfaces is not responsible for damages resulting from improper preparation, installation or maintenance of pavers.

10. GENERAL SALES TERMS AND CONDITIONS: All prices are subject to change by QDI Surfaces without any prior written notification. Paid materials are delivered at the QDI Surfaces facility only. Orders placed with QDI Surfaces will be delivered based on product availability. QDI Surfaces accepts no liability for delays of any type due to inventory shortages and third party transportation delays. We accept Master Card, Visa, Discover, American Express, checks, and money orders. All products are subject to a 25% restocking/return fee plus related freight and shipping charges upon QDI Surfaces' pre-approval. No returns will be accepted after 30 days from purchase date. All sales made by QDI Surfaces are 'as is' and no warranties which extend beyond the face hereof: specifically, but not by way of limitation, there are no implied warranties of merchantability nor implied warranties of fitness. There shall be no consequential or incidental damages recoverable by buyer or any other person or entity. No claims whatsoever will be accepted for any reason after installation; use constitutes acceptance. Delivery dates/times are not guaranteed and products sold may not meet local building codes. Natural stone products, quartz products, ceramic and porcelain tile products and glass products have variations in color, finish, markings, shading, veining, and physical properties. Samples are meant for general color indication only. Breakage is a normal occurrence in the handling and delivery of natural stone and tile products. It is customary to experience 5-7% breakage when purchasing stone and tile products. No claims will be made as to condition, color, sizing, and/or surface finish from third party or end-user due in part or in entirety, failure to preview material prior to installation or shipping. Third party to carefully inspect all materials on behalf of end-user prior to taking delivery and accepts full responsibility for all terms and conditions. Sealers, adhesives, grouts and other related installation materials may affect the final appearance of natural stone and tile materials, all products are subject to terms and conditions provided by said manufacturers who are not affiliated with QDI Surfaces, no claims will be accepted by QDI Surfaces. ALL sundry items (HIDE Skimmers, Thinsets, Grouts, Sealers, Cleaners, Turf, Profiles and Pedestals) are **NON-REFUNDABLE/NON EXCHANGEABLE**. All terms, conditions and pricing are subject to change by QDI Surfaces without prior notice. **THIS IS A BINDING CONTRACT BETWEEN QDI SURFACES AND THE CUSTOMERS. CUSTOMERS AND PICKING UP THIRD PARTIES ACCEPT THE WHOLE ENTIRETY OF ALL ABOVE TERMS AND CONDITIONS.**