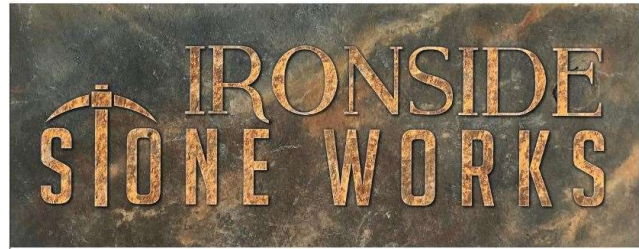


Warranty



Origin & Nature

Natural Stone comes from solid formation of comprised minerals. There are thousands of types of stone including Argillite, Granite, Marble, Limestone, Sandstone, Slate, Onyx and Travertine that have been quarried for centuries from locations around the world. Some Hard-Natural Stones are an excellent choice for construction and landscape purposes. Not unlike wood, each stone has unique natural veining, pitting, fissures, micro-cracks and color variations including patterns, markings, darker or lighter spots including a varying amount of natural minerals such as iron-oxide and copper that are all-natural characteristics of this stone. These characteristics are not meant to be deficiencies or faults, nor can they be avoided in mining. The surface of natural Stone is not consistently smooth and shiny to the eye or touch.

Warranty

Since natural stone is created by nature, exact color match to the originally installed stone or sample boards cannot be guaranteed. This warranty does not cover the natural characteristics of the stone. Should your installer create a design which needs to be seamed, this warranty does not cover seam performance or the appearance of the seam. Seam failure due to settling or structural issues unrelated to the stone or it's installation is not covered.

This warranty does not cover damage caused by physical, chemical or other abuse, normal wear and tear, acts of nature, and scratches or chip damage. Ironside Stone Works, Inc. does not cover injury caused in whole or in part by acts of God/Nature, jobsite conditions, architectural or engineering design, structural movement or settling, acts of vandalism, accidents or extreme pressure placed on the stone which could result in damage to the stone, causing it to crack or chip.

Further, this warranty does not cover use of products for "commercial" applications, uses of products exposed to abnormal use or conditions, or abuse in any way. "Commercial" use includes, but is not limited to, damage from mishandling or misuse, damage from excessive wear, physical or chemical abuse, and damage from ordinary wear or tear or improper care and maintenance. Improper care of natural stone may result in staining, scratches or chips.

100% Service Satisfaction Guarantee

We stand by our performance and want all our customers to be happy.

Ironside Stone Works, Inc.
Quarry
5700 Sperry Dr.
Helena, MT 59602

Corporate
4303 Frontage Road
Helena, MT 59602
(406) 439-1285 Opt. 1

100% Product Satisfaction Guarantee Our products speak for themselves and are taken from a mountain that provide you with visible results and ease of stone care. If for any reason, not excluded above, you are not satisfied with any of our products we will give you a complete 100% exchange.

The Warranty does not cover what we have no control over, namely; transportation, installation failure, building settlement / wall movement, impact, contact with chemicals and airborne contaminants that may cause staining or colour changes to the product or the inherent nature of the stone.

30 DAYS

MONEY BACK GUARANTEE

We want you to be fully satisfied with every item that you purchase from Ironside Stone Works. If you are not satisfied with an item that you have purchased, you may return the item within 30 days of delivery for a full refund of the purchase price, minus the shipping, handling or other additional charges. Reason for return must be a sorting condition such as poor calibration and/or sizing. Ironside Stone Works does not accept any responsibility after the material has left our premise whether it is installed or not.

Architects, Designers, Masons and Owners

There is a product that will give up to a 25 year warranty on stone installation. See John about this product.



John Gallup | Technical Sales Representative - Masonry Veneer Installation Systems (MVIS)
Pacific Northwest Region
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