Mantel Limited Product Warranty

Zoho Stone Architectural Composites LLC

This limited product warranty applies to Zoho Stone mantel purchases, including surrounds, hearths, and associated trim. It states the remedy for a covered defect and identifies the freight, inspection, and labor costs each party pays.

1 Coverage and warranty period

Zoho Stone Architectural Composites LLC ("Zoho Stone") warrants to the original purchaser ("Purchaser") that its branded fireplace mantels, surrounds, hearths, and associated mantel trim, manufactured by or for Zoho Stone, will be free from defects in materials and manufacturing workmanship for one (1) year from the original date of shipment, when properly handled, installed, used, and maintained for their intended application. This mantel warranty applies to mantel purchases; architectural cladding and other project-based architectural products are governed by the separate Architectural Products and Cladding Warranty and applicable project agreement. A different mantel warranty applies only if expressly agreed in writing by Zoho Stone. Separately branded fireboxes, burners, and other third-party products are subject to their manufacturers' warranties, without restricting rights provided by applicable law.

2 Repair or replacement at Zoho Stone's option

For a covered manufacturing defect, Zoho Stone will, at its option, repair the affected product or component or provide the same or a reasonably comparable replacement. Repair may be performed at the factory or on site, as Zoho Stone reasonably determines. The remedy must restore conformity with the agreed product specifications, subject to permitted inherent variations.

Coverage is limited to the affected product or component. Replacement of an entire mantel, assembly, or installation is not required unless necessary to provide an effective covered remedy. Repair or replacement is the exclusive remedy under this express warranty, except where applicable law requires otherwise.

3 Costs covered by Zoho Stone

Zoho Stone will pay for covered repair materials, factory repair labor, manufacture of replacement components, and ordinary factory packaging of replacements. Zoho Stone will also pay for direct on-site repair labor that it authorizes in writing in advance, identifying the contractor, scope, and approved amount. Direct repair labor does not include removal, reinstallation, or associated site work.

4 Freight and return packaging

Even when a claim is approved, Purchaser is responsible for freight, shipping insurance, handling, and return packaging or crating to send the affected product to Zoho Stone, and for freight, shipping insurance, and delivery charges to receive the repaired or replacement product. Zoho Stone may waive a

return requirement when photographs, samples, or other evidence are sufficient. No product may be returned without written return authorization and shipping instructions.

Zoho Stone may elect in writing to pay specified freight charges as a customer-service accommodation. Such an accommodation applies only to that claim and does not expand coverage for other claims.

5 Inspection and testing

Zoho Stone will bear its own claim-review and factory-inspection costs. For an approved claim, Zoho Stone will also bear the professional fees and testing charges for any special inspection or test it specifically requires. Purchaser is responsible for independently retained inspectors, consultants, and tests unless Zoho Stone authorizes their cost in writing beforehand.

Any inspection fee that may be charged if a claim is not covered must be disclosed and agreed to before the inspection. Such a fee will be waived or reimbursed if a covered manufacturing defect is confirmed. Purchaser must provide reasonable access; equipment and site-access costs remain subject to Section 6.

6 Removal reinstallation and other site costs

Except for direct repair labor authorized under Section 3, Purchaser is responsible for removal, demolition, disposal, reinstallation, and related labor; installer return visits and supervision; scaffolding, lifts, cranes, hoisting, and access equipment; site protection and preparation; and repair or replacement of walls, finishes, paint, flooring, adjacent materials, fasteners, framing, sealants, and other installation materials. These costs are excluded even when the underlying product defect is covered, except to the extent Zoho Stone expressly agrees otherwise in writing or applicable law requires coverage.

7 Making a claim

Notify Zoho Stone in writing promptly after discovering an alleged defect and within the warranty period, subject to any different period required by applicable law. Provide the invoice or other proof of purchase, shipment information, photographs showing the product and defect, the installation address, and a description of installation, use, maintenance, and when the issue was discovered. Zoho Stone may reasonably request additional information or an opportunity to inspect and remedy the defect.

Submit claims to sales@zohostone.com or by mail to Zoho Stone Architectural Composites LLC, Warranty Claims, 39340 US Hwy 19 N, Tarpon Springs, FL 34689. For assistance, call 727-230-6956. Return products only to the location specified in the written return authorization.

8 Inspection before installation and outside repairs

Inspect the shipping crate and product promptly upon delivery and before installation. Note visible shipping damage or shortages on the delivery receipt or bill of lading before signing, photograph the packaging and affected pieces, and retain the packaging. Notify Zoho Stone in writing of delivery damage, shortages, or other readily discoverable delivery nonconformities within twenty-four (24) hours after receipt, including concealed delivery damage discovered upon unpacking. This means 24 consecutive

hours, rather than one business day. Submit the supporting photographs and delivery information with the notice or as soon as reasonably practicable.

The 24-hour period concerns reporting delivery conditions to Zoho Stone. It does not shorten any claim-filing period required by applicable law or replace the carrier's claim procedures. Failure to report a readily discoverable delivery condition within that period may result in denial of that delivery claim to the extent permitted by law; it does not waive a timely claim for a hidden manufacturing defect that could not reasonably have been discovered during delivery inspection. Such hidden defects remain subject to the warranty period in Section 1. Do not install a visibly defective component before obtaining Zoho Stone's instructions; avoidable additional costs caused by doing so are excluded to the extent permitted by law.

Before arranging work for which reimbursement is sought, give Zoho Stone a reasonable opportunity to inspect and provide the covered remedy. Third-party repair charges require prior written approval of the scope and price, subject to applicable law. An unrelated defect is not excluded merely because another contractor has worked on the product.

9 Exclusions

This warranty excludes damage to the extent caused by improper handling, storage, installation, maintenance, misuse, impact, incompatible cleaning or finishing materials, alterations, improper repairs, or failure of the supporting structure or other building components. Damage occurring in transportation is handled under the applicable shipping terms and carrier-claim process, without limiting rights required by law.

Minor inherent variations in color, texture, surface pores, or nonstructural hairline crazing are not defects when within the agreed specifications or approved sample range and when they do not impair intended function or durability. Appearance is assessed against those approved standards; no 25-foot architectural-cladding viewing standard applies to mantel purchases. Photographs and digital displays do not guarantee an exact color match. Outdoor use is covered only for products expressly designated for outdoor use in the accepted order; intended outdoor exposure alone does not exclude an otherwise covered manufacturing defect.

10 Repaired and replacement products

A repaired or replacement product remains covered for the unexpired portion of the original warranty period or any longer period required by applicable law. A repair or replacement does not otherwise restart the warranty period.

11 Separate agreements and application

Specific warranty commitments in a separate written agreement signed by Zoho Stone control to the extent they conflict with this warranty. Installation or site services separately contracted for by Zoho

Stone remain subject to that agreement and applicable law. These product-warranty exclusions do not eliminate obligations Zoho Stone has expressly undertaken for those services.

This warranty applies only to purchases for which it was provided before sale and incorporated into the applicable agreement. It does not retroactively change warranty terms for earlier purchases.

12 Limitations and legal rights

TO THE EXTENT PERMITTED BY APPLICABLE LAW, ZOHO STONE WILL NOT BE LIABLE UNDER THIS EXPRESS WARRANTY FOR INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING LOST PROFITS, LOSS OF USE, PROJECT DELAYS, OR BUSINESS INTERRUPTION.

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty does not disclaim any implied warranty or exclude any liability or remedy that applicable law prohibits Zoho Stone from disclaiming or excluding. Nothing limits remedies available by law if the stated repair-or-replacement remedy fails of its essential purpose.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.