



SHOULDICE STONE LIFETIME PRODUCT WARRANTY

For over 75 years, Shouldice has built a reputation for quality, integrity, customer service and innovation. Our masonry products exceed industry standards and are warranted against deterioration for **as long as the structure stands** when installed according to best practices, local building codes and Shouldice guidelines.

WHAT THIS WARRANTY COVERS

- During construction:
 - You must inspect and report any defective products before you install them; placement in the wall constitutes acceptance
 - Defective products will be replaced
- After construction:
 - This warranty covers the first owner of a new structure or the owner for whom our products were installed in an existing structure. It cannot be transferred to any subsequent owners.
 - If deterioration occurs after installation, under normal use, we will assess and, if we determine that the product is defective, replace it

WHAT THIS WARRANTY DOES NOT COVER

- Damage from mishandling, transportation, or improper installation
- Natural colour variations between raw materials or production batches (more details below)
- Labour and shipping costs for replacements
- Damage resulting from structural movement, impact, or environmental factors
- Surface discoloration due to staining, efflorescence, or exposure
- Damage caused by improper cleaning, harsh chemicals, de-icing salts, or pressure washing
- Altered or modified products

COLOUR VARIATIONS

Shouldice is committed to **exceptional colour consistency**, ensuring materials blend seamlessly across projects. Our batch-based manufacturing minimizes variation and any major deviation is an issue we will address. However, like natural stone, subtle differences may occur and are not covered under warranty. Natural ingredients in our process may cause slight shifts, meaning delivered products may not precisely match catalogs, samples, or displays. These variations are normal and do not indicate a defect. To ensure an optimal appearance, customers should: Inspect and approve materials upon delivery. Mix products from different pallets for a balanced look. Once more than 100 square feet of masonry is installed, the product is considered accepted, and no claims regarding colour, size, or texture will be honored.

FUSION STONE WARRANTY

Fusion Stone products also carry a **Lifetime Guarantee** under the same terms.

EXCEPTIONAL CUSTOMER SERVICE

We stand behind our products with fairness and responsibility. If you have a claim or inquiry, contact Shouldice Stone. Our team is committed to handling each case professionally, ensuring quality and customer satisfaction.