

Warranty, Return Policy, and Care and Cleaning

Terms and Conditions

Terms are net 30 days for established accounts – others are C.O.D. Any past due accounts are subject to 1 ½% finance charge.

Restocking Policy

We can only accept returns on standard size vanity tops in colors M33, M24, M11, SM11, and SM25 with 4" faucet centers. These items will be subject to a 20% handling and inspection charge. These items must be returned in good condition and may not have been used or installed. All other items are non-returnable. Items other than the above listed are also non-cancelable if they are completed or started in the manufacturing process.

Product Return Policy

Any product determined by the vendor to be defective in material or workmanship shall be returned to Custom Cast Marbleworks for inspection. Custom Cast Marbleworks will, at its discretion, repair or replace any product determined to be defective.

In the event Custom Cast Marbleworks determines that the product cannot be repaired satisfactorily, credit will be issued for the defective product and a new purchase order will be required for the remade product.

Custom Cast Marbleworks assumes no responsibility for installation expenses of any kind. Claims for surface scratches must be made prior to installation.

Limited Twelve Year Warranty

Custom Cast Marbleworks warrants to all original purchasers of its products that its products are free from defects in workmanship or material, which may arise within twelve (12) years from the date of sale to such purchaser. Its obligations under this warranty is limited to repairing or replacing, as Custom Cast Marbleworks may elect, any product covered by this warranty which shall be returned to its place of business, with transportation charges prepaid.

This warranty does not cover removal or reinstallation charges of Custom Cast Marbleworks' products and is not applicable to the following: (1) Any product installed or used in any way so have to affected adversely such product; (2) Cracks or chips in surfaces of products unless caused by defect in workmanship or materials; (3) Slight imperfections, warpage, and shade variations in products.

This warranty is in lieu of all warranties (including warranties of merchantability and fitness for a particular purpose) except any applicable limited warranties, and as to any such implied warranties, its obligation shall be limited to conditions covered by the warranty which occur within twelve (12) years from consumer's purchase of the product. In no event shall Custom Cast Marbleworks be liable for incidental or consequential damages which may result from the defect in the product or breach of this warranty.

Care and Cleaning Instructions – Gloss (shiny) Finish

For normal daily cleaning use a liquid detergent or any foam cleaner such as Dow Bathroom Cleaner. Abrasive cleaners should be avoided, as they will dull the finish. Preserve the luster by occasionally applying a coating of a non-yellowing wax or car wax.

Very minor surface scratches can be buffed out using Dupont polishing compound. Deeper scratches, cigarette burns, or stains can be removed by using Dupont rubbing compound or #600 wet sandpaper lightly in a circular motion. Follow this by buffing with polishing compound to bring back the original gloss.

Certain chemical substances can harm the surface and should be avoided. Protect the surface from contact with finger nail polish remover, Drano and other drain cleaners, hydrogen peroxide, hair dyes, paint strippers and all similar products. Caution should be taken with certain brands of curling irons as they may scorch the surface. Decorative items or other articles that set on light colored cast marble in the same spot for an extended period of time will tend to yellow where they are setting from a lack of light.

Care and Cleaning Instructions – Matte (dull) Finish

On matte finish products you can use any type of household cleaners – abrasive or non-abrasive. Light abrasive cleaners like Soft Scrub will remove most stains and aid in maintaining the appearance of the matte finish. For more stubborn stains, burns, scratches, etc. A green Scotch Brite pad or #600 sandpaper can be used.

Because of use and wear over time shiny areas may appear where use is heavy. To bring back the matte finish rub the surface with a green Scotch Brite pad.

Certain chemical substances can harm the surface and should be avoided. Protect the surface from contact with finger nail polish remover, Drano and other drain cleaners, hydrogen peroxide, hair dyes, paint strippers and all similar products. Caution should be taken with certain brands of curling irons as they may scorch the surface. Decorative items or other articles that set on light colored cast marble in the same spot for an extended period of time will tend to yellow where they are setting from a lack of light.