



Policy Information

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Stone Warranty

Zion Stone creates manufactured stone veneers (MSV), which will perform similarly to natural stone. Zion Stone's actual colors may vary from the website, social media and/or marketing materials. Color variation and scuffing are common in both manufactured and natural stone. Zion Stone does not guarantee identical color, nor that concrete and cement colors will always be the same. Zion Stone cannot guarantee against any imperfections in concrete and cement surfaces. Due to inherent variations associated with MSV & MSV products, color and texture variations from samples should be expected.

Zion Stone stone and stone products are warranted to be free of manufacturing defects for 30 (thirty) years from date of purchase to the original purchaser. The warranty exists from the first day of purchase, and through the 10,950th day thereafter. This applies to products used in residential applications only for as long as the original purchaser owns and resides in the home where the product was installed. Zion Stone shall not be liable to the consumer or any other person or entity for any incidental, special or consequential damages, arising out of breach of this limited warranty (excluding merchantability). Zion Stone does not grant to any person or entity the authority to create for it any obligation or liability in connection with this product. Zion Stone is not responsible for staining due to runoff from adjacent buildings or improper building design.

This warranty shall not apply to damage arising from any of the following, including but not limited to:

- Accidents, abuse or misuse
- Pressure washing
- Use of any type of cleaning solution, including acid treatment
- Improper installation
- Discoloration due to normal weathering or air pollution
- Exposure to extreme heat and/or extreme cold
- Scratch, impact or cutting
- Freight
- Modification, alterations, repair or service by a non-authorized mason
- Problems caused by structural movement/deficiencies
- Earthquakes or other Acts of God

Labor Warranty

Zion Stone subcontracts to stone masons with verifiable experience and insurance/liability. Masons hold a 1 (one) year warranty on their work. Should an installation issue arise, client will contact mason directly. Prior to installation, stone should be approved by client. No claims for shade or texture will be honored after installation. Zion Stone is not responsible for the entire structure to which the stone is applied. The architect or contractor should conform to all local building codes for the stone to work properly.

Loading and Unloading

Client releases Zion Stone of any liability for damage or other incurred accidents to bodily injury or vehicles, including but not limited to, trucks, trailers, lift gates, tommy lifts when loading by company-provided fork lift/fork truck, pallet jack, or manual loading. Loading and unloading by Zion Stone for a client is optional, and completed at the request of the client.

Packaging

Stone may arrive with a wet surface. The stone is fully cured, but will lighten to its proper color scheme as it dries after installation. Stone is packaged in wood pallet crates which are part of the client's order (i.e., Amazon cardboard boxes are the responsibility of the buyer). Client may return sturdy, empty wood pallet crates to Zion Stone at any time.

Return Policy

All stone is made to order. There will be no returns on any stone purchased. We will exchange broken pieces of stone within the 1 (one) year of the labor warranty. Client must bring original piece(s) to headquarters where the stone will be replaced, or buyer may agree to pay shipping costs. Any custom color (not considered a stock color) is non-returnable and not eligible for exchange.

Competitive Pricing

We will match a price if a full quote from the original offer with letterhead is provided before invoice acceptance and purchase.

All implied warranties are hereby limited to the duration of this limited warranty.