Norstone USA, Inc. & Companies Rassan Trading, Inc Limited Warranty and Product Disclaimer

Norstone USA, INC & All affiliated Companies Rassan Trading, INC ("NORSTONE") warrants its products for a period of ninety (90) days from the date of original purchase from NORSTONE against manufacturing defects, but only prior to installation of the NORSTONE product, whichever occurs first. In the event of a manufacturing defect, NORSTONE will, at its sole option, credit the cost of the products purchased or provide new products to replace the products determined to be defective. This warranty is non transferable and limited to the original purchaser. The warranty may not be transferred to any subsequent owner. As part of the limitations set forth below, but without limiting same, this warranty does not cover damage resulting from (a) improper handling, storage or exposure to any foreign substances, whether solid, liquid or airborne, including but not limited to contact with chemicals or paint; (b) environmental conditions; (c) natural deterioration or discoloration; or (d) staining or oxidation. This limited warranty only covers manufacturing defects in NORSTONE products. NORSTONE is not responsible for labor costs in removal and replacement of defective products. Further, material damaged due to mishandling cannot be returned or credited.

THIS LIMITED WARRANTY DOES NOT COVER, AND SHALL AUTOMATICALLY BECOME NULL AND VOID, FOR ANY OF THE FOLLOWING REASONS: 1) ABUSE; 2) MISUSE; 3) ACCIDENT; 4) IMPROPER HANDLING, STORAGE, INSTALLATION, APPLICATION OR MAINTENANCE; 5) FAILURE TO NOTIFY NORSTONE OF A CLAIMED COVERED DEFECT IMMEDIATELY WHEN NOTICED OR WHEN THE DEFECT SHOULD HAVE BEEN NOTIFIED; OR 6) NEGLIGENCE OF THE PURCHASER. THIS WARRANTY IS EXCLUSIVE, AND EXCEPT AS EXPRESSLY SET FORTH HEREIN, NORSTONE MAKES NO OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AND DISCLAIMS ALL WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. IN ANY EVENT, THE SOLE REMEDY OF THE ORIGINAL PURCHASER SHALL BE A CREDIT FOR THE COST OF THE PRODUCTS PURCHASED FROM NORSTONE OR, AT NORSTONE’S OPTION, REPAIR OR REPLACEMENT OF SUCH PRODUCTS. NO WARRANTIES ARE MADE OR GIVEN TO ANY PERSON OR ENTITY OTHER THAN ORIGINAL
PURCHASER. NORSTONE SHALL UNDER NO CIRCUMSTANCES, WHETHER FOR A FAILURE OF ITS LIMITED WARRANTY OR OTHERWISE, BE LIABLE TO PURCHASER OR OTHERWISE FOR SPECIAL, INCIDENTAL, DIRECT, EXEMPLARY, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR FOR DAMAGES IN EXCESS OF ANY AMOUNTS PAID TO NORSTONE HEREUNDER. NO WAIVER, ALTERATION, ADDITION OR MODIFICATION OF THE FOREGOING CONDITIONS AND LIMITATIONS SHALL BE VALID UNLESS MADE IN WRITING AND SIGNED BY THE PRESIDENT OF NORSTONE.

Natural stone products inherently lack uniformity and are subject to variations in composition, utility and appearance. Any samples submitted are with the understanding that these qualities are inherent in the nature of the product and are not to be considered latent defects simply because the sample may differ in some aspect from the goods purchased, or that the goods themselves may vary from piece to piece. NORSTONE cannot be held responsible for any claim resulting from the use of NORSTONE’s products.

Purchaser must determine the appropriate use for any natural stone products purchased. Natural stone is a product of nature and inherently includes, but not limited to, the following: lack of uniformity in color, hardness, strength, slip resistance, density, aesthetics, shade, finish, tint, strength resistance, etc. Natural stone may also have natural seams and fossils. In addition the color may bleed due to iron and other naturally occurred content within the stone. Accordingly, the aforementioned cannot be considered defects and are not accepted reasons for warranty claim, return, exchange, or credit request. Purchaser takes subject to these natural qualities, and waives any claim of product defect based on such inherent qualities. Any samples submitted and products received by the customer are with the understanding that these aforementioned qualities are inherent in the nature of the product and sample(s). NORSTONE USA, INC & ALL AFFILIATED COMPANIES RASSAN TRADING, INC, CANNOT BE HELD LIABLE IN ANY CAUSE OF ACTION AND MAKES NO EXPRESSED OR IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR ANY TYPE OF APPLICATION. NORSTONE DOES NOT ASSUME, AND IT EXPRESSLY DISCLAIMS, ANY AND ALL RESPONSIBILITY FOR THE SUITABILITY OF THE PRODUCT PURCHASED FROM NORSTONE FOR PURCHASER’S INTENDED USE, OR
FOR THE SUITABILITY OF THE INTENDED USE FOR THE PURCHASED PRODUCT.

Product categories and classifications are based on generally accepted industry standards. They do not necessarily reflect the geological composition of the material. In many cases, these materials are technically made of a different geological makeup. Products shown on the www.norstoneusa.com website reflect the industry classification of products and do not necessarily reflect the geological composition. NORSTONE makes no guarantee or representation of the geological composition of any stone. In addition, the category reflected on our website should not necessarily be used for customs classification. If the geological composition is important, we recommend getting the product tested by a scientific laboratory. It is the responsibility of the purchaser to determine the suitability and other characteristics of the product purchased.

NORSTONE may suggest certain adhesives or other installation methods, but these are by way of suggestion only and are not instructions. For installation instructions consult your stone mason and the Tile Council of America (TCNA). NORSTONE DISCLAIMS ALL LIABILITY FOR THE INSTALLATION OF THE PRODUCTS PURCHASED, AND LEAVES UP TO THE CUSTOMER AND CUSTOMER’S TRAINED INSTALLATION PROFESSIONAL THE SELECTION OF THE MATERIALS AND METHODS APPROPRIATE TO USE AND INSTALLATION OF THE PRODUCT IN THE CUSTOMER’S SPECIFIC LOCATION AND CIRCUMSTANCES.

Recommended companies for installation products include:


These companies are not exclusive. Check with your installer or engineer first. NORSTONE DOES NOT PROVIDE INSTALLATION SERVICES OR SPECIFIC INSTRUCTIONS. ALWAYS FOLLOW AND CHECK YOUR LOCAL BUILDING CODE REQUIREMENTS. It is recommended that you contact these companies to determine which of their products are appropriate for your specific project and for installation assistance including detailed drawings.
Always refer to local building codes and the Tile Council of America (TCNA) for up to date installation practices and methods.

Norstone products should only be applied to structurally sound surfaces incorporating good building practices. Please note that the assistance of a professional contractor or engineer is recommended to evaluate your installation or the soundness of your installation back up wall. A contractor or engineer can also provide important information regarding local building codes, seismic building codes, institutional building codes and installations. NATURAL STONE TILES ARE HEAVY; THEREFORE IT IS IMPORTANT THAT THEY ARE ADHERED OVER ONLY APPROPRIATE SUBSTRATES. NORSTONE DISCLAIMS ANY AND ALL LIABILITIES RELATED TO INSTALLATION.

The information in these web pages is intended for information purposes only for NORSTONE customers only and is provided "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NONINFRINGEMENT OF THIRD PARTY RIGHTS. IN NO EVENT SHALL NORSTONE BE LIABLE TO ANY PERSON FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES RELATING TO THIS OR USE OF THESE MATERIALS. NORSTONE IS NOT ASSUMING ANY DUTY, INCLUDING BUT NOT LIMITED TO A DUTY TO WARN, TOWARD PURCHASER OR ANY OTHER ENTITY BY THE STATEMENTS MADE TO PURCHASER AND/OR HEREIN, AND PURCHASER EXPRESSLY WAIVES ANY CLAIM OF RELIANCE UPON ANY ALLEGED REPRESENTATIONS BY NORSTONE WITH REGARD TO THE NORSTONE PRODUCTS AND/OR THEIR USE AND INSTALLATION. NORSTONE does not assume any liability for the accuracy or completeness of information presented on this site.

Any issues involving this site and/or the goods sold by NORSTONE shall be governed by the laws of the state of Florida and anybody using this site, and/or purchasing products from NORSTONE, and/or using NORSTONE products, agrees that any lawsuit shall be litigated in state or federal court in Michigan.

Any rights not expressly granted herein are reserved.