

# MORE® Infinity® Countertop Stain Protection Warranty

☎ (844) 404-6673

✉ [warranty@roxsurfacesolutions.com](mailto:warranty@roxsurfacesolutions.com)

🌐 [roxsurfacesolutions.com](http://roxsurfacesolutions.com)

---

## Overview

The **MORE® Infinity® Countertop Stain Protection** sealer ('Product') must be applied by a **MORE® Certified Applicator** ('Certified Applicator') in accordance with application instructions provided by **MORE®** ..

The warranty must be registered at [roxsurfacesolutions.com](http://roxsurfacesolutions.com). Both the Certified Applicator and homeowner are responsible for ensuring all warranty registration information is accurate and complete.

---

## Lifetime Limited Warranty

ROX™ offers a **Lifetime Limited Warranty** to the original owner ('Purchaser') when installed by a Certified Applicator according to MORE® application instructions and industry standards.

The Product will:

- Resist stains from common food and beverage spills
- Maintain its protection under normal use for the **lifetime of the countertop**
- Residential countertops are covered by a Lifetime warranty against food and beverage stains (granite & marble).
- Commercial countertops are covered against food and beverage stains for 10 years (granite only).
- Exterior countertops are covered against food and beverage stains for 1 year (granite only).
- No need to reseal during the warranty coverage period.

### Warranty limitations:

- Warranty coverage for staining applies only when the affected area represents **25% or less of the total surface area of the individual countertop section** (e.g., island, perimeter counter, vanity top). Each countertop section is evaluated **independently**.
- Labor costs are **not included**

### Important!

We strongly recommend using only MORE® Stone & Quartz Cleaner + Protector to clean your countertop everyday. Also, when a spill occurs, it is important to clean it up as soon as possible.

“**Lifetime of the Countertop**” means the period beginning on the date of installation of the Product at the original installation address and ending on the earliest to occur of:

1. Removal, alteration, or relocation of any portion of the countertop or the Product
2. Loss of structural integrity or failure of the underlying stone/substrate unrelated to the Product
3. Change of use not disclosed at registration
4. Sale or transfer of the property

---

## Additional Exclusions

The warranty does **not cover**:

- Installation/workmanship by anyone other than a Certified Applicator, or improper installation
- Failure to follow written instructions, industry standards, or building codes
- Stains from non-food items (paint, ink, cosmetics, oils, etc.)
- Etching, dullness, or discoloration from acidic or abrasive substances
- Moving or reinstalling the countertop
- Ordinary wear and tear or cosmetic changes from normal use
- Outdoor use, prolonged UV exposure, or surface discoloration caused by UV
- Natural variations inherent to stone (color/shade differences, markings, veining, pits, holes, inclusions, density differences)
- Physical damage, abuse, negligence, or natural disasters
- Replacement costs for labor and installation materials (tile, stone, grout, electrical, plumbing, etc.)

## Disclaimers

THIS LIMITED WARRANTY IS THE **EXCLUSIVE WARRANTY** WITH RESPECT TO THE PRODUCT AND ROX™, AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

No agent or representative of ROX™ may alter this warranty or provide any other warranty or representation regarding the Product.

---

## Limitation of Remedies

In the event of a valid warranty claim, ROX™ will **remove the stain or treat the affected area** at its sole discretion. This is the Purchaser's **exclusive remedy**.

ROX™ shall **not** be liable for loss of profit, loss of use, or any indirect, incidental, consequential, or special damages. Total liability shall **not exceed the amount paid** for the Product.

---

## Procedure for Making a Claim

1. File your claim online within **30 days** of discovering a stain at [roxsurfacesolutions.com](https://www.roxsurfacesolutions.com)
2. Upload photos of the affected surface
3. ROX™ will provide a stain removal kit for home use
4. If the stain persists, ROX™ will dispatch a technician to professionally treat the surface
5. If the stain cannot be removed, ROX™ will replace the affected area at its discretion