



Limited 5-Year Warranty
Limitations to Pool Owners

GEMSTONE

Universal White Cement Inc. gives a limited warranty on all its Gemstone Products from failure for the useful life of the pool to which it is applied when installed by an authorized Gemstone applicator. This Warranty is subject to the following terms and conditions each of which are mutually dependent with UWC's obligations. Universal White Cement® (UWC) warranty obligations are limited to the terms set forth below:

1. UWC does not perform pool finish installation services, and this limited warranty does not cover the workmanship of installation or costs associated with product installation.
2. UWC/ Gemstone products are not warranted out of water.
3. Applicator shall have the right to repair only the area of failure.
4. UWC warrants Gemstone material only.
5. UWC shall not be held responsible for any additional costs associated with the repair work including but not limited to water replacement, chemicals, and loss of use of the pool.
6. This warranty shall not cover damages to the UWC products that have been caused by physical abuse or neglect. Damages caused by lack of proper water chemistry balancing or other chemical abuses will not be covered. Water chemistry and pool operation must be maintained to the standards set forth by the National Plasters Council. Proper startup and maintenance procedures can be found at www.npconline.org.
7. Any cracks, or check cracking caused by structural damage or from draining the pool are excluded from this warranty.
8. We warrant our products. Any substitutes will void warranty. No warranty service will be provided until products have been paid for in full.
9. On new or remodeled pools, some loss of aggregate is to be expected. This is not considered to be a defect in the material.
10. UWC and Gemstone products are comprised of natural materials and pigments that have certain inherent characteristics. Normal mottling could occur across the surface resulting from differences in moisture content and/or rate of hydration within the matrix of the surface coating. Normal mottled variation are not considered a failure or defect, but is a normal characteristic of cementitious products.
11. An inspection report must be filed with UWC, and at its discretion, can perform a core test to verify its material and to determine the root cause of the complaint. If the claim is validated, UWC and the seller's obligation will be to replace only the quantity of product proved to be defective.
12. Problems caused by acts of God are not covered under this warranty. Natural disasters such as Hurricanes, earthquakes, floods, tornados, lightning, fires, or problems due to plants or animals shall not be covered by this warranty.
13. The UWC Warranty form must be fully completed, signed, and returned to UWC by certified mail within 30 days of product application. Return receipt must be kept by the homeowner for the warranty to be valid. Warranties extend only to the pool owner and are non transferable.

WARRANTY COVERAGE Product disintegration or deterioration due to failure not related to workmanship or chemical abuse.

Pool Builder	Authorized Applicator
Street Address	Street Address
City, State, Zip Code	City, State, Zip Code
Telephone	Telephone
Pool Owner	Date of Installation
Address	Product Installed
City, State, Zip Code	Date of Installation
Pool Owner Signature	Date of Installation