

QUARTZ STONE WARRANTY

Statement of Warranty:

We guarantee any of our quartz stone products against manufacturing defects for a period of 10 years from the date of purchase. This warrantee is specific to quartz stone products and excludes any faults that occur as a result of processing, fabrication or installation.

This warranty shall only be applicable if the customer satisfies the terms and conditions of the warranty which are itemised as follows.

1. The customer must register by email at: within 30 days of installation of the quartz stone products
2. The installation must have been undertaken by qualified installers and the name and contact details of the installer must be presented with any claim
3. Evidence of the installers appropriate qualifications and/or experience to fit engineered quartz stone worktops must also be produced
4. Original receipts must be presented at the time of any claim, showing date of purchase and details of supplier and must include the items listed above
5. We reserve the right to view the defective parts and to appoint a qualified expert to assess any liability

Items covered within this warrantee:

- We agree to replace any of our quartz stone products which are proven to be defective under the terms and conditions listed below
- It is essential that the quartz stone products have been maintained and cared for as per the care instructions which are listed in **Document NO 9011** available with this warranty.
- The warrantee excludes any quartz stone products which have been used for flooring, or for external applications
- Commercial applications are outside of this warrantee and specific terms for such purposes should be clarified with the fabricator or installer prior to purchase
- We will provide stone to replace any defective parts, but cannot guarantee that colours will match exactly after an extended period and will make every effort to provide as close a match as possible
- We cannot supply replacements for colours that have been discontinued and in such circumstances will supply sufficient stone slabs of a colour as similar as possible to the original in order to produce replacements for the defective parts and for those parts which are immediately adjacent

Exclusions from this warrantee:

- We exclude any claim for parts which have been incorrectly installed
- Damage to the product that is specifically excluded under the care and maintenance instructions

- Damage due to the product being used or adapted for a purpose for which the product was not intended
- Damage caused due to interaction with another product either not recommended by us or although not specifically excluded, could not reasonably have been anticipated by us to be detrimental to the quartz stone product
- Any damage caused by disasters such as fire, flood or sudden impact, which could normally fit under items covered by household insurance
- Damage caused by improper use, such as excessive impact, standing on the work surface, the application of acids or alkalis and application of excessive heat
- Any installation costs as a result of replacing any defective the quartz stone products and any related costs such as plumbing, electrical, building work or decoration.
- Any work or resulting damage as a result of work undertaken to repair alleged defective parts without prior approval by an authorised agent
- Defects that could reasonably have been discovered by the fabricating company prior to manufacture
- Defects caused by the fabrication or installation process, or as a result of the fabricators methods of production
- The warrantee applies to the direct purchaser only and is not transferable

Claiming under the Guarantee:

1. If a defect occurs within the guarantee product the customer shall first contact the fabricator or installer and outline the defect and ask for an assessment.
2. The fabricator or installer shall inform the customer whether the defect fits the definitions and terms and conditions of a fault under the warrantee scheme
3. The customer shall inform us of a claim directly through email or indirectly via the installer/fabricator

How the claim will be processed:

1. We will investigate whether the defect and claim are potentially subject to the terms and conditions of this guarantee
2. In respect of claims that are considered valid, the company will appoint an authorised agent to check and inspect the defective parts and the validity of the complaint and the company will inform the customer in writing of the decision
3. Verified claims will result in us providing appropriate materials free of charge in order to facilitate the replacement of the defective parts to be undertaken by the fabricator/installer