

 caesarstone®



*10 Year Limited Warranty*

# Caesarstone® Limited Warranty

Congratulations on the purchase of your new genuine Caesarstone® surfaces, the leading brand for quartz surfaces in Australia. For added peace of mind, all Caesarstone® products come with 10 Year Limited Warranty applicable to our product.

We encourage you to register your Caesarstone® warranty online at [www.caesarstone.com.au](http://www.caesarstone.com.au) to enable us to provide you with the greatest level of support on your new purchase.

Please take the time to read how easy it is for you to care for your bench top using our care and maintenance recommendations. On receipt of your online registration we will send you a free Caesarstone® cleaning kit.

We also will provide a stainless steel Caesarstone® Authenticity Badge which demonstrates the authenticity of your Caesarstone® product.

If you have any questions or in the unlikely event of a problem with your new Caesarstone® Quartz Surface; please contact our customer service team on 1300 119 119.

Sincerely,

The Caesarstone® Team



# Limited Australia Warranty

**1. Caesarstone® gives the following Warranty to you in respect of the slab, subject to the terms and conditions set out below.**

**2. Subject to clause 3, Caesarstone® warrants that the Slab will remain free from defects arising from the manufacture of the slab for a period of 10 years from the date of installation of the product.**

**3. What is not included in the warranty.**

(i) The Warranty does not cover any defect in, or damage to, the Product arising from any work done by any person other than Caesarstone®;

(ii) The warranty covers any defects in the manufacture of the original slabs. The subsequent fabrication, application and workmanship is not covered under this warranty.

(iii) the Warranty does not cover any defect in, or damage to, the Product which results from it being used for flooring or in any outdoor application (including swimming pools) or any other application involving exposure of the Slab to ultraviolet radiation, chemicals, flames or excessive heat;

(iv) the Warranty does not cover any defect in, or damage to, the Product which results from not being cleaned in accordance with the Caesarstone® Care and Maintenance Guide;

(v) Given that Caesarstone® Slabs are manufactured from natural materials, each slab is unique and variations to shading, quartz distribution and reflectivity do occur and are naturally occurring characteristics of the material. Consequently, (a) samples are indicative only and may vary from the final product; and (b) naturally occurring variations in appearance caused by artificial or natural lighting are not covered by the warranty; Changes in the appearance of the slab from reflected light is a natural part of the slabs.

(vi) inspections of the surface of the slabs is to be in a normal viewing position with the slab being illuminated by "non-critical light". "Non-critical light" means the light that strikes the surface is diffused and is not glancing or parallel to that surface.

(vii) the Warranty does not cover any defect in, or damage to, the Product which results from mishandling or misuse;

(viii) the Warranty does not cover any defect in, or damage to, the Product which results from placing hot items including, but not limited to, hot pans, electric frying pans or oven trays directly on the Slab;

(ix) the Warranty does not cover any defect in, or damage to, the Product which results from the use of products which contain trichlorethane or methylene chloride (such as paint removers or stripper) or cleaning agents which have high alkaline/pH levels.

(x) the warranty does not cover any irregularity in the slab that existed in the material prior to fabricating and installation and were present in the final installed product. This is a fabrication issue.

(xi) the warranty does not apply to natural quartz surface variations within or on the surface of the slabs, these are inherent in the manufacturing process and are a characteristic of the material.

(xii) Cracks in the material are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the tops, such as standing or sitting on them. Heat, as explained in section (viii) may also result in a crack. Any crack emanating from a sink cut-out, cook top cut-out or "L" shaped cut-out is also not covered under this warranty, these are not caused by any fault in the material.

Chipping is not a material fault, it is normally the direct result of an impact to the edge of the benchtop surface, as such it is not covered by warranty.

(xiii) The warranty is applicable to the original purchaser of the materials and is not transferable to subsequent owners.

(xiv) The warranty excludes material that has been moved from their original place of installation.

(xv) Fireplaces vary in design and construction and in the amount of heat output; Caesarstone® does not warrant material that has been damaged when used in this type of installation.

(xvi) The warranty does not apply if the material is not installed by a qualified, licensed stonemason.

#### **4. Cleaning Requirements**

Please refer to the full Caesarstone® Care & Maintenance recommendations.

#### **5. Time for Claim under the Warranty**

You must file a claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by notice in writing received by Caesarstone® at Unit 3, 1 Secombe Place, Moorebank NSW 2170 or email us at sales@caesarstone.com.au

#### **6. Statutory Rights**

(i) These terms and conditions do not affect your statutory rights.

(ii) The limitations on the Warranty set out in this document do not exclude or limit the application of the mandatory conditions and warranties implied by the Trade Practices Act 1974 or any other provision in that Act, the Consumer Guarantees Act, 1993 (NZ) or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:

(a) contravene the law of the relevant jurisdiction;

(b) cause any part of the warranty to be void.

(iii) Subject to paragraph 6 (ii), Caesarstone® excludes consequential loss of any kind (including, without limitation, loss of use of the Product) and (other than expressly provided for in these terms and conditions) all terms, conditions and warranties implied by custom, the general law or statute.

(iv) Subject to paragraph 6 (ii), Caesarstone®'s liability to you for a breach of any express term, condition or warranty is limited at the option of Caesarstone® to replacing the product.

#### **7. Privacy**

(i) In order to provide the Warranty to you, Caesarstone® requires the information that it requests from you when you purchase the Product and when you make a Warranty claim. For that purpose, it may be necessary to give that information, including information which identifies you personally, to other companies.

(ii) Caesarstone® may also prepare aggregated user statistics or information summaries to describe the services of Caesarstone® and their popularity to business partners of Caesarstone® and prospective advertisers and for other lawful purposes. Such information may be disclosed by Caesarstone® to other companies appointed by it for this purpose. However, this information will not include information which identifies you personally.

(iii) Caesarstone® may also from time to time send you information regarding its range of products. If you do not wish to receive this information please let Caesarstone® know by calling the customer service number in the relevant state listed below.

#### **Without Prejudice**

Caesarstone® may, in its absolute discretion, supply replacement material free of charge, as a gesture of goodwill, to any Stonemason that you nominate, to help facilitate a resolution for any disputes, This offer will be determined on a case by case basis by Caesarstone® management only. This offer is limited only to the supply of "Free uncut slabs" and does not include transportation, fabrication, installation or any other associated charges for trades, removal of existing Product, nor do we take any responsibility for any damage that may be caused by other parties in the process of replacing the Product. This offer cannot be exchanged for cash compensation, and is limited to slabs only.

As this is a voluntary offer, we reserve the right to withdraw this offer at any time without notice. This is a one time offer per site. The material must be collected within 28 days or this offer will be retracted.

This offer will be available for consideration for the original purchaser of the Product and is not valid for subsequent owners. In making this offer, it does not confer any obligation to any third party to provide any services or costs whatsoever, nor does it imply that there is any liability for any third party because we have provided the materials free of charge.

# Caesarstone® Genuine Batch Branding

The underside of every genuine Caesarstone® slab is stamped with a batch code and unique serial number to verify that your product is authentic. Beware of imitations, ensure that the genuine Caesarstone® product has been used in your installation.

It is highly recommended that this Caesarstone® slab identification information is included in the adjacent form to help our service team in the unlikely event that you would need to make a warranty claim.

In order to complete your online Warranty Registration, you may view your Caesarstone® genuine branding details by gaining access to the underside of the slab from inside a kitchen cupboard or bathroom vanity where applicable. Please note, the information below is intended as an example only.

	Slab ID# 9 digits		Batch Number 7 digits		Finish Type
CAESARSTONE	201126651	23/07/13	2147701	2141	P NSF
		Inspection Date		Colour Code	

