

# warranty

## QSTONE® TEN YEAR LIMITED WARRANTY



The Distributor warrants that QSTONE® engineered stone supplied to the Fabricator will retain its integrity and remain free from defects for a period of 10 years commencing from the date of installation subject to the following conditions. This Warranty is not transferable.

### WARRANTY TERMS AND CONDITIONS

1. All QSTONE® products must be used only in applications and/or purposes that are in keeping with the Distributors intended use of the QSTONE product.
2. Exclusions to the Warranty.
  - 2.1 Any faults or defects resulting from work undertaken to or by persons other than the Distributor, any handling or transportation and installation of the stone.
  - 2.2 Defects arising from the failure to maintain and clean QSTONE® according to the following care & maintenance guidelines which form part of this warranty.
  - 2.3 Damage resulting from direct exposure to high temperatures from heat sources including but not limited to electric benchtop pans and ovens, hot pots, ovenware and direct contact to flames.
  - 2.4 Damage caused by concentrated and abrasive cleaners, solvents and solvent based pigments, paint strippers, industrial grade chemicals and UV radiation. In the case of QSTONE® Seashell, damage including the dislodging of seashells caused by the use of mild acids including vinegar, lemon juice, etc.
  - 2.5 All fabrication must be performed according to the QSTONE® fabrication instructions and recommendations, which form part of this Warranty. Defects resulting in the fabricator failing to manufacture according to the fabrication guidelines will not be covered under this Warranty.
  - 2.6 Cracks are not a material fault and they are not covered by this warranty as they are usually the result of mechanical stress on the material after installation, settlement or movement in the supporting structure, excessive loading on the material, excessive heat, improper cut outs or installation. Chipping is not a material fault and is not covered by this warranty. Chipping is usually the result of impacts to the surface or edge of the material.
  - 2.7 Any damage resulting from the use or exposure to abrasive compounds and or tools on the QSTONE®.

### Time Constraints for Warranty Claims

3. All claims for warranty should be made within 28 days from the date on which the event giving rise to the claim took place, and these must be made in writing to the Distributor. Compensation under this Warranty is limited at the discretion of the Distributor to either replace the portion of the material that is found to have failed under the conditions of this Warranty, or reimburse the cost for replacement of the portion of the material that has breached the terms of the Warranty.

### Legislative Rights

4. This Warranty does not preclude any rights to the consumer implied by Government Statutes for privacy or otherwise.

### Fabricator Responsibilities

5. The fabricator shall at all times be solely responsible for inspecting the material to identify any minor aesthetic variations and it's suitability for the works to be carried out, prior to the fabrication process commencing.

### Compensation

6. Limit of compensation - material or material value.

### Care & Maintenance

7. All QSTONE® products should be cleaned with specifically formulated stone cleaners which protect and maintain the appearance of all QSTONE Engineered stones. These can be purchased directly from a reputable Fabricator or from nominated distributors. Although less effective, general cleaning can also be undertaken using warm water with a mild detergent such as dish washing liquid detergents or similar. For best results QSTONE recommends non-abrasive, short weave cleaning cloths. In the event that the stone is exposed to chemicals, solvents or agents that are likely to damage the surface, immediate steps should be taken to clean the surface thoroughly by cleaning with water.

### Material Properties and General Use

8. QSTONE is extremely durable in that it is heat, scratch and stain resistant, this does not however make QSTONE® indestructible and care should always be taken to make use of the stone as intended. As QSTONE® is fabricated in batches using pigments, some colour variation may be present between slabs from different shipments and slabs of different thicknesses. Under no circumstance should abrasive products be used on the stone or to allow there to be impacts or high flexural loads to be inflicted on the stone. Due to the use of pigment in the manufacturing process, QSTONE® is not recommended for external use as prolonged exposure to ultra violet (UV) radiation may cause discolouration or fading over time.

Please return completed Warranty Card by either mail, fax or email to:

JH WILBERFORCE PTY LTD - WA  
PO Box 1729, Malaga WA 6944

ABN 91 00 8 823 989  
T: 1800 762 422 F: 1800 762 882  
E: info@jhwilberforce.com.au  
W: www.qstone.com.au

Please also supply customer with a copy of these details.

Original Purchaser \_\_\_\_\_

Invoice Number \_\_\_\_\_

Purchase Date \_\_\_\_\_

### CUSTOMER DETAILS

Name: \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

QSTONE colour \_\_\_\_\_

APPLICATION \_\_\_\_\_

Kitchen  Vanity Benchtop  Other \_\_\_\_\_