



## WARRANTY TERMS AND CONDITIONS

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.

### EXCLUSIONS TO THE WARRANTY.

Any faults or defects resulting from work undertaken to or by persons other than the fabricator, any handling or transportation and installation of the stone.

Defects arising from the failure to maintain and clean QSTONE according to the following care & maintenance guidelines which form part of this warranty.

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. 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.

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.

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.

Any damage resulting from the use or exposure to abrasive compounds and or tools on the QSTONE.

After installations any visual defects which include blemishes, polishing marks, scratches, pit marks, colour differences or any other defects listed in page 5 of this manual.

Any QSTONE product classed and sold as "B grade or "off range" stock at the time.

### TIME CONSTRAINTS FOR WARRANTY CLAIMS

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

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

Any claims due to product warranty at fabrication or at installation should be made within 28 days of receipt of goods. Claims should be made in writing to the distributor.