

Splendor Stone Limited 10 Year Warranty

Warranty Inclusions

1. Splendor Quartz Stone comes with a 10 year limited warranty to the original purchaser in respect of the slab, subject to the terms and conditions set out below.
2. The Limited warranty only covers manufacturing defects occurring from the slab. Fabrication and Installation are not covered under this warranty.
3. Product replacement is done with a new product from the same range, if that product or range is no longer available then a reasonably similar range product is offered for replacement.

Warranty Exclusions (Not covered under Warranty)

1. Mishandling or abuse, including uneven exposure to direct sunlight, outdoor use, Physical damage caused by impact, Colour damage caused by exposure to certain chemicals, and damage from exposure to excessive heat and weight are not covered under the warranty.
2. Warranty does not cover if the product is installed outdoors. For example using of our Quartz stone products for BBQ benchtops, Outdoor Kitchens and as floor tiles outdoor or indoors and near swimming pools. Warranty is also void if used in areas where there is heat like steam rooms, shower pans, Saunas etc...
3. Damage caused by physical impact such as cracking or chipping is not covered under warranty. Chipping and cracking are not material faults but are result of various impacts to surfaces and movement of the joinery or the house.

Other warranty exclusions are caused by:

- Sitting, Climbing or standing on the product which applies excessive weight on the product.
- Hot pads and Trivets must be used at all times to avoid damage caused by excessive heat.
- Cut-outs are not covered (Ex: Sink and Cook top)
- “U” / “L” Shape benchtops as one piece will void warranty as these are not manufacturing faults.

4. Splendor Stone Warranty is not transferable or assignable and is given only to the first user of the Product following its sale by Splendor Stone or its authorised reseller.

5. Changes to the surface of Splendor Stone Quartz including tampering of the product thickness are not covered under warranty.

6. Damage caused by inadequate support from substrate materials including joins are not covered under warranty.

7. Warranty does not cover any dissatisfaction or failure with the look of the joins/seams or by any adhesive and caulking materials.

8. Damage caused by appliances installed is not covered under the warranty.

9. Taking into consideration Splendor stone slabs are made from natural products, every slab is different and changes to shading, quartz placement and reflectivity does exist. These are to be part of the natural variations occurring in the raw materials used.

10. Samples given are for indicative purposes only and may vary from the final product.

11. Warranty does not cover variations occurring in the appearance as a result of natural or artificial lighting. Variations in the look of the slab from various reflected lights is all part of the nature of the slabs.

12. Splendor Stone products are made to the highest standard but still are vulnerable to products containing traces of trichlorethane or methylene chloride (such as paint removers or stripper) or cleaning agents which have high alkaline/pH levels. Using such products on our stone will void the warranty.

13. Fabricators and end customers are responsible to inspect the slabs prior to fabricating as Splendor stone does not take any responsibility when it comes to irregularities in the slab after fabricating and installing. This will become a fabrication issue.

14. Natural quartz used in our products is bound to have variations within or on the surface of the slabs, these are inherent in the manufacturing process and are characteristics of the material. Warranty does not apply for the above.

15. Warranty is not applicable if the product is fabricated and Installed by an unqualified / Unlicensed Stonemason.

16. All Concrete, Honed or Matt finished Quartz Stones must be sealed with a quality stone sealer to avoid staining.