



Quattro Stone

LIFETIME WARRANTY (Residential) Warranty Terms & Conditions

Congratulations on your recent purchase of **Quattro Stone**.

Thank you for choosing us for your project! A great deal of time and effort has gone into our research and development in terms of quality, and colour palette.

Quattro Stone sell to the trade only and the material has reached you through our network of stonemasons and stone fabricators who purchase from us in slab format.

Your stone fabricator would have cut, polished and installed your countertop.

We carefully inspect each slab of **Quattro Stone** material when it arrives at our warehouse and then again before it leaves. After the slabs leave our warehouse **Quattro Stone** has no control of the manufacturing and installation process.

Please take the time to read our care and maintenance recommendations. By following the proper installation, care and maintenance of **Quattro Stone** you should have many years of enjoyment from our product.

Kindly study the list below so that you may familiarise yourself with what is covered under our warranty.

1. Quattro Stone offers a 15 year limited warranty to the original customer. For the avoidance of doubt:

- a.) The Warranty is available only to a person (natural or juristic) who was the owner of the property at the time when the Product was originally installed ("the Purchaser")
- b.) In the case of a newly constructed property this Warranty is available to the "first" owner who purchased the property from a builder or developer with the product permanently installed therein. The warranty covers any defects arising from the manufacture of the slab. Subsequent fabrication and installation are not covered in this warranty.

2. The Warranty is limited to

- a) replacing the material
- b) refunding the value of the material
- c) repairing the material. The warranty does not include fabrication and installation of the material.

Just as important, is what is not included in the warranty.

1. Any defect or damage to the product arising from work done by anyone other than **Quattro Stone**.
2. The fabrication and installation of the product by other parties.
3. The use of the product as flooring or outdoors or in areas near swimming pools.
4. If the product is used outdoors in direct sunlight.
5. The discolouration of the product if it is exposed to direct sunlight or silicon (or similar) products over prolonged periods.
6. Any modification or alteration to the surface of **Quattro Stone**.
7. Damage to the product due to prolonged exposure to chemicals or solvents. Damage by:
 - a) Placing hot pots / pans (including electric fry pans) on the surface.
 - b) Applying excessive weight to the surface.
 - c) Any defect or damage as a result of the product not being cleaned in accordance with the **Quattro Stone** Care and Maintenance Guide.
7. Variations in colour, pattern or shade of the material against sample material, displayed or illustrated material. **Quattro Stone** is made from natural material and some colour variation will occur between batches.
8. Failure of adhesives, caulking materials, damage resulting due to the accessories installed, failure due to inadequate support to joints and seams.
9. Failure to follow any procedures, instructions and recommendations given in the Product Manual provided to the fabricators and/or Customers.
10. Damage as a result of sitting, climbing or standing on the product.
11. Any defect or damage as a result of mishandling or abuse.
12. Bowing less than 1.5mm on joints greater than 600mm.
13. Cracks are not a material fault. They are not covered in the warranty and are usually a result of:
 - a) Mechanical stress on the material after installation.
 - b) Settlement or movement in joinery or house as a whole.
 - c) Sitting, standing or climbing on your work top.
 - d) Excessive heat.
 - e) Sink or cook top cut out (not covered).
 - f) "L" shaped cut out / improper installation.
14. Chipping is not a material fault; it is normally a direct result due to impact to the edge of the surface. Chips are not covered by this warranty.
15. Fireplaces are not covered as a result of variations in design and heat output.
16. The warranty only applies if the product was installed by a qualified stonemason.
17. On some natural **Quattro Stone** colours, some black/greyish dots may appear both large or small. There may also be inconsistencies in the veining pattern or background. This is not a defect; the inconsistencies are designed to mirror the look of natural stone.