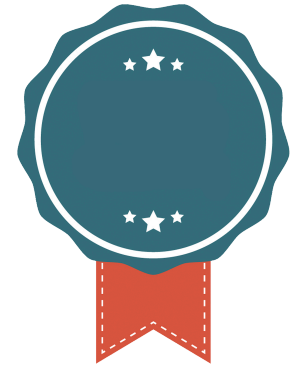


Natural and Engineered Stone Warranties

Warranties could be an assurance for the homeowners while making a big investments on stone worktops while building or renovating their homes. Natural & engineered stones for making worktops are supplied by various brands. Stone manufactures have different warranty regulations and period for their products. Though the top brands comes up with years of warranty there are limitations to it which every buyer should understand. Stone manufacturers sometimes have a slightly differing conditions on their warranty terms but they have many things in common, understanding the warranty can help the buyers on what they could expect.



Warranty Activation and Claims



To get the warranty effective, it has to be activated most stone brands warranty certificate can be provided by the stone mason who does the fabrication & installation of the worktop after the purchase. Few brands has an online form to get the warranty certificate which the stone masons usually recommend to activate it right after their stone purchase. Activation of the warranty certificate is important because many stone suppliers has an expiry period of 60 days from the date of purchase.

To claim the warranty, if you see any defect on the stone. Please check the warranty details and contact the stone manufacturer and the stone mason who did the fabrication by phone or email with your warranty number.

Warranty for Engineered Stone

Warranty Coverage

Most of the stone manufacturer warranties obligates suppliers to replace or repair any defective product for a warranty period under the terms and conditions on the warranty certificate, with the same characteristics (color, thickness, etc.) as those of the product purchased by the customer.

This warranty covers quartz surfaces, designed applications such as worktops, cladding, walls and floors permanently installed in the interior of a dwelling (or property intended for use other than as a residence) of the consumer or the end user of the product. It is important that the choice of color and finish is finalised prior to closing the purchase to claim the warranty.

Warranty Exclusions

Any type of damage caused directly or indirectly in any type of action, work or intervention by third parties (including: stone fabricators who are not authorised) such as: problems caused by an incorrect finish, preparation of the product, by inappropriate installation methods or by any other modification of the original products from the manufacturer does not cover in warranty.

Damage arising from the improper use which it's not intended to use for, non-compliance with the instructions with use and maintenance manual and exposure of the product on the exterior of buildings can also be excluded out of warranty by some suppliers. Natural disasters, damage caused by interaction with other products or any other cause that is beyond the control of manufacturer and Chipping which is not a result of faulty material but the consequence of rubbing or knocking objects on the edges of the bench top surface can also be excluded of the warranty

The warranty might not apply to repairs or handling of the product without proper verification from the supplier, does not cover products that have not been paid for in full and sometimes does not cover commercial use of products. It's important to read through the certificate to understand supplier's warranty certificate.

Warranty for Natural Stone

Warranty Coverage

- The warranty usually covers natural stones that have been purchased from an Authorised supplier or fabricator who can provide a valid warranty certificate.
- Warranty is applicable from most brands for staining against most common food, beverage, and household products provided customers follow proper care and maintenance guidelines.
- Fading due to exposure to direct Ultra Violet sunlight in both indoor and outdoor applications.

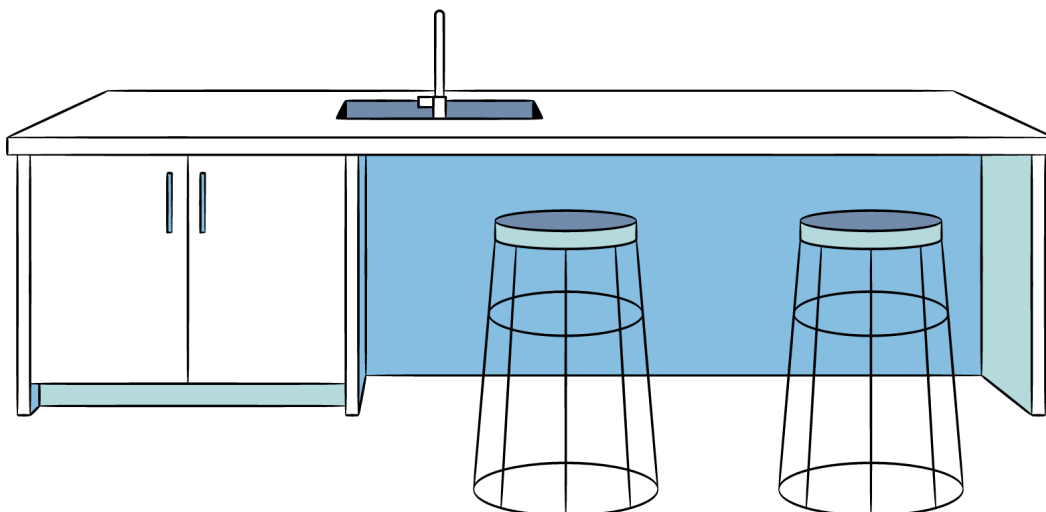
Warranty

- Few suppliers has warranty covers for products that are applied to barbecues, chimneys, or any surface where heat may be applied, conditional upon strict adherence to the applicable installation manuals.
- Cracking due to exposure to extreme hot and cold temperatures, and cracking due to thermal shock is also cover under warranties from many suppliers.

Warranty Exclusions

- Warranties from brand does not cover damage caused due to third parties, impacts from eleven cabinets, uneven flooring, improper fabrication and improper installation.
- Supplier worktop warranty does not cover consequential or incidental damage on loss of other than the product itself, for example, any plumbing, electrical, tile or wall surface modifications, etc,.
- Manufacturer warranty does not cover products that have been treated or coated with an unapproved chemical coating.
- Warranty does not cover products that you, the customer, decide you do not like after installation due to color, edging styles or other opinions based on personal preference.
- Most manufactures does not cover warranties on products used for commercial purposes
- Chipping is not covered under most of warranty providers. Chipping does not occur because of defective material; chipping is the result of the scraping and bumping of objects against the edges of the surface.

CHOOSE A TRUSTABLE AND EXPERIENCED FABRICATOR



Make Sure You Read and Understand Your Warranty

Sometimes the warranties says it's applicable for the registered owner of the installed product against any manufacturing defects for a period of years from date of purchase. But if you are in plans to rent or sell the house check for the warranty transferability so you can feel secured on your investments.

Please keep your proof of purchase. The warranty is limited to the purchaser and sometimes transferable.

Depending on the stone manufacturer you pick your stones from the warranties of the product differ and the details of how to claim your warranty certificate can be collected from the fabricator who you choose to work with.

[work-tops.com](https://www.work-tops.com) finds you the best stones within multiple suppliers in UK at one place who has displayed their product on work-tops and also help homeowners get quotes for building and renovating kitchen find skilled and experienced fabricators to do the fabrication and installation.

