

Arkstone (Pty) Ltd Residential Warranty

15 Year Residential Warranty

Arkstone (Pty) Ltd offers a Warranty to the buyer of Arkstone quartz products against any manufacturing defects for a period of FIFTEEN (15) YEARS from date of purchase.

Please retain your proof of purchase to ensure full validity of this Warranty which is only valid once goods have been paid for in full by the purchaser.

Warranty Inclusions

The Warranty obligates Arkstone (Pty) Ltd to replace or repair any defective product for a period of FIFTEEN (15) YEARS from the date of purchase under the terms and conditions contained herein, with a product of the same characteristics (color, thickness, etc.) as those of the product originally purchased by the buyer.

This warranty covers Arkstone quartz surfaces, designed for applications such as countertops, vanity tops, worktops, wall cladding etc. excluding flooring applications permanently installed in the interior of a residential dwelling of the purchaser of the product.

The Warranty is in all cases conditional upon the strict observation by the purchaser of the instructions for the use and the maintenance of the Arkstone quartz products as detailed in the existing user manuals for the various applications of the product.

Warranty Exclusions

Any damage directly or indirectly caused by any action, work or any other intervention carried out by third parties not related to Arkstone (Pty) Ltd, such as: problems caused by an incorrect finish / preparation of the product by inappropriate installation methods or by any other modification or manipulation of the original Arkstone quartz products, such as variations in color, thermal impact, adjustments to product thickness or an inappropriate chemical treatment, performed by third parties not related to Arkstone (Pty) Ltd.

Arkstone (Pty) Ltd Residential Warranty

Damage resulting from the improper use, including but not limited to:

- (i) use of the product for purposes other than for which it was intended;
- (ii) use of the product in a way that does not comply with the applicable technical or safety standards;
- (iii) failure to follow the user and maintenance manual; and
- (iv) exposure of the product on the exterior of buildings or outdoors;
- (v) natural disasters, damage caused by the interaction of other products or any other cause beyond the control of Arkstone;
- (vi) variations in color and / or tone derived from natural changes over time occurring in the different components of the product;
- (vii) cracks and chipping in the surface after its installation. Cracks and chipping in the final product are not considered as an indication of defective material. The main causes of cracking and chipping are movement, the direct application of heat on the surface, the placement of excessive weight on the surface or the result of scraping, bumping or impacts to the material after its installation.

The definition of the manufacturing defects covered by this Warranty does not include the durability of services ancillary to the actual functionality of the product during its period of validity.

The Warranty does not cover consequential or incidental damage, loss or expense other than the product itself, including, but not limited to, damage to other products or installations, or additional or supplementary repairs on plumbing, electrical or masonry work that may be necessary to repair or replace the Arkstone quartz products covered by this Warranty, which shall be the sole responsibility of the buyer.

Likewise, this Warranty specifically excludes damage which could result from a defect that is covered, including those that occur during the period the claim is being processed, as well as throughout the period the product is being replaced. The exclusion extends, but not limited to, any harm, including loss of profit, affecting commercial, industrial, professional or merely living activities, which the buyer of the product or any third party may suffer.

Any problems or damages resulting from exposure of the product to intensive and continuous use for long periods of time including, among others, discoloration, loss and decline in performance and aesthetic characteristics, and warping of flooring.

Damage arising from deficiencies or omissions in the technical projects on which the buildings are executed, in which Arkstone quartz is used.

Arkstone (Pty) Ltd Residential Warranty

Differences between samples or photographs of any Arkstone quartz and the true products purchased are also excluded.

Also excluded are the spots or stains produced by components of the material and polish defects, since Arkstone (Pty) Ltd does not under any circumstances sell products having such defects.

This warranty does not apply to repairs to and / or handling of the product without proper verification by Arkstone (Pty) Ltd.

This warranty covers the replacement of the defective product with one of identical characteristics (color, thickness, etc.) as those of the product purchased by the clients, unless this is impossible owing to the product being discontinued. In this case, it would then be replaced by a product of similar characteristics.

How to make a claim

If you believe that there is a defect in your Arkstone quartz and wish to make a claim under this warranty, you must do so in writing by email or letter, or by telephone by contacting Arkstone (Pty) Ltd sales.

If the Arkstone quartz is found to be defective, within the terms and conditions of this warranty, Arkstone (Pty) Ltd will, after due verification, proceed to replace or repair the material necessary to honour this Warranty.

Arkstone (Pty) Ltd

Telephone: +27 (0) 79 706 2722

Email: info@arkstone.co.za

Website: www.arkstone.co.za