

# Caesarstone

10 Year Limited Warranty



## Caesarstone® Limited Warranty

Congratulations on the purchase of your new genuine Caesarstone® surfaces, the leading brand for quartz surfaces in Singapore.

For added peace of mind, all Caesarstone® products come with 10 Year Limited Warranty applicable to our Indoor product range.

We encourage you to register your Caesarstone® product warranty online at [www.caesarstone.sg](http://www.caesarstone.sg) to enable us to provide you with the greatest level of support on your new purchase.

Please take the time to read how easy it is for you to care for your Caesarstone® using our care and maintenance recommendations. On receipt of your online registration we will arrange for a complimentary Caesarstone® cleaning kit and demonstration.

If you have any questions or in the unlikely event of a problem with your new Caesarstone® Quartz Surface; please contact our customer service team on +65 6316 1938.

Sincerely,

The Caesarstone® Team

# Caesarstone® Limited Warranty

Caesarstone® gives the following Warranty to you in respect of the slab, subject to the terms and conditions set out below.

Caesarstone® is referred to as The Product.

## 1. What Does This Warranty Cover?

- A. Subject to the exclusions listed herein, Caesarstone® warrants that the Slab will remain free from defects arising from the manufacture of the slab for a period of 10 years from the date of installation of the product.
- B. Products classified as Caesarstone® products and does not apply to any other Caesarstone® surfacing products.
- C. Caesarstone® Collection surfaces made specifically for applications including kitchens, laundries, benchtops, splashbacks and furniture.
- D. Caesarstone® Collection surfaces made specifically for applications and where appliances are used, in strict accordance with the applicable installation manuals of the appliance.
- E. Caesarstone® surfaces made specifically for applications that have been permanently installed as a benchtop or splashback and have not been moved from their original installation.
- F. Caesarstone warrants, from the original date of installation, Caesarstone® products that fail due to any manufacturing defect. This is applicable only to products fabricated and installed according to the Caesarstone® fabrication and installation guidelines by a Caesarstone® certified stonemason. Should a manufacturing defect be determined, this Warranty will cover either the repair or replacement of the failed material at the sole discretion of Caesarstone®.
- G. This Warranty applies only to materials and/or services that have been paid in full.
- H. This Warranty applies only to materials that have been used and maintained according to the latest Caesarstone® Care & Maintenance guide. The latest Care & Maintenance guidelines are available at [www.caesarstone.sg](http://www.caesarstone.sg). These may be revised as new care products become available in the market. Using topical treatment such as natural stone cleaners, toners and sealers on Caesarstone® is prohibited and will void this Warranty.

## 2. What is not included in the Product Warranty?

This Warranty does not cover:

- i. any defect in, or damage to, the Product arising from any work done by any person other than Caesarstone®;
- ii. any subsequent fabrication, application and workmanship;
- iii. any defect in, or damage to, the Product which results from it being used in any outdoor application, for flooring, cladding, swimming pools, or any other application involving exposure of the Slab to ultraviolet radiation, chemicals, flames or excessive heat;
- iv. any defect in, or damage to, the Product which results from mishandling or misuse;
- v. material that has been relocated from its original place of installation;
- vi. the use of the Product as flooring and cladding material;
- vii. any creative use of the Product including bending or curving.
- viii. any damage or injury caused in whole or in part by force majeure, including but not limited to tropical storms, cyclones, extreme weather conditions including bush or any other fires, exposure to corrosive contaminants, fires, floods, architectural and engineering design, structural setting, movement or any other cause beyond the control of Caesarstone;
- ix. natural quartz surface variations within or on the surface of the slabs, these are inherent in the manufacturing process and are a characteristic of the material.
- x. any irregularity in the slab that existed in the material prior to fabricating and installation and were present in the final installed product. This is a fabrication issue. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.
- xi. cracks in the material are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the tops, such as standing or sitting on them. Heat, as explained in section 2(xxiii) may also result in a crack. Any crack emanating from a sink cut-out, cook top cut-out or "L" shaped cut-out is also not covered under this Warranty, these are not caused by any fault in the material;
- xii. chipping, which is not a material fault. Chipping is normally the direct result of an impact to the edge of the benchtop surface, as such it is not covered by warranty
- xiii. chips or cracks that are a result of not following the minimum requirements for edge details;

- xiv. seam appearance or performance, adhesives, caulk or other accessory items. Once the product is installed, the two main reasons for seam separation are the shifting or movement of the substrate, cabinets or foundations;
- xv. costs relating to additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc., that may be necessary to repair or replace the Caesarstone product.
- xvi. damages, costs or expenses caused to appliances, additional products brought into contact with Caesarstone products and/or any ancillary products as a result of installing, amending or replacing Caesarstone products;
- xvii. any product failures due to inadequate support for the benchtop. This includes inadequately supported overhangs in excess of the recommendations provided by Caesarstone.
- xviii. products that have been milled or reduced in thickness;
- xix. damage caused by any mechanical fasteners secured directly into the surface material.
- xx. any defect in, or damage to, the surface which results from not being cleaned in accordance with the Caesarstone® Care and Maintenance Guide;
- xxi. any defect in, or damage to, the Product which results from the use of chemical products which contain trichlorethane or methylene chloride (such as paint removers or stripper) or cleaning agents which have high alkaline/pH levels;
- xxii. any defect in, or damage to, the Product which results from the use of acetone, thinners, natural stone cleaners, toners and sealers. These should not be used at any time on the Caesarstone® surface.
- xxiii. any defect in, or damage to, the Product which results from placing hot items including, but not limited to, hot pans, barbecue grills and hot plates, electric frying pans or hot trays directly on to the Slab;
- xxiv. damage caused by appliances or additional products brought into contact with Caesarstone surfaces; and damage caused by installation of ancillary products such as sinks, sink brackets, cabinets, tapware, cooktops and dishwashers;
- xxv. damage caused by metal, fingerprints or other consequences of daily living. Finishes other than the Polished Finish are more susceptible to showing everyday marks and spills, and may require more routine cleaning.
- xxvi. differences found between samples or photographs of the Caesarstone® product and the actual installed Caesarstone® product. Samples are indicative only and colours may vary from the final product.
- xxvii. any installation and fabrication that is not installed by a Caesarstone® certified stonemason.
- xxviii. any instances where the batch branding on the back of the slab has been removed.

### **3. Who is covered by this Warranty?**

This Warranty is applicable to the original purchaser of the materials and is not transferable to subsequent owners.

### **4. Time & Reporting of Claims under the Warranty**

You must file a claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by notice in writing received by Caesarstone® at 10 Bukit Batok Crescent, The Spire Building #08-06, Singapore 658079 or email us at [sales@caesarstone.sg](mailto:sales@caesarstone.sg)

If you require assistance with submitting your claim, contact the Caesarstone customer service team on +65 6316 1938 or via the Caesarstone website at [www.caesarstone.sg](http://www.caesarstone.sg).

### **5. Warranty Inspections**

All inspections of the surface is to be in a normal viewing position with the slab being illuminated by "non-critical light". "Non-critical light" means the light that strikes the surface is diffused and is not glancing or parallel to that surface.

### **6. Statutory Rights**

- i. These terms and conditions do not affect your statutory rights.
- ii. The limitations on the Warranty set out in this document do not exclude or limit, to the extent that they are applicable, the application of the mandatory conditions and warranties implied by the Consumer Protection (Fair Trading) Act (Chapter 52A), Revised Edition 2009 or any other provision in that Act, the Competition Act (Chapter 50B), Revised Edition 2006 or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would: (a) contravene the law of the relevant jurisdiction; (b) cause any part of this Warranty to be void.
- iii. Subject to paragraph 6 (ii), Caesarstone® excludes consequential loss of any kind (including, without limitation, loss of use of the Product) and (other than expressly provided for in these terms and conditions) all terms, conditions and warranties implied by custom, the general law or statute.
- iv. Subject to paragraph 6 (ii), Caesarstone®'s liability to you for a breach of any express term, condition or Warranty is limited at the option of Caesarstone® to replacing the product.

## **7. Privacy**

- i. In order to provide the Warranty to you, Caesarstone® requires the information that it requests from you when you purchase the Product and when you make a Warranty claim. For that purpose, it may be necessary to give that information, including information which identifies you personally, to other companies.
- ii. Caesarstone® may also prepare aggregated user statistics or information summaries to describe the services of Caesarstone® and their popularity to business partners of Caesarstone® and prospective advertisers and for other lawful purposes. Such information may be disclosed by Caesarstone® to other companies appointed by it for this purpose. However, this information will not include information which identifies you personally.
- iii. Caesarstone® may also from time to time send you information regarding its range of products. If you do not wish to receive this information, you may opt out at any time using the unsubscribe links provided in our communications.

### **Without Prejudice**

Caesarstone® may, in its absolute discretion, supply replacement Caesarstone® Collection material free of charge, as a gesture of goodwill, to any Stonemason that you nominate, to help facilitate a resolution for any disputes. This offer will be determined on a case by case basis by Caesarstone® management only. This offer is limited only to the supply of "Free uncut slabs" and does not include transportation, fabrication, installation or any other associated charges for trades, removal of existing Product, nor do we take any responsibility for any damage that may be caused by other parties in the process of replacing the Product. This offer cannot be exchanged for cash compensation, and is limited to slabs only.

As this is a voluntary discretionary offer, we reserve the right to withdraw this offer at any time without notice. This is a one-time offer per site. The material must be collected within 28 days or this offer will be retracted.

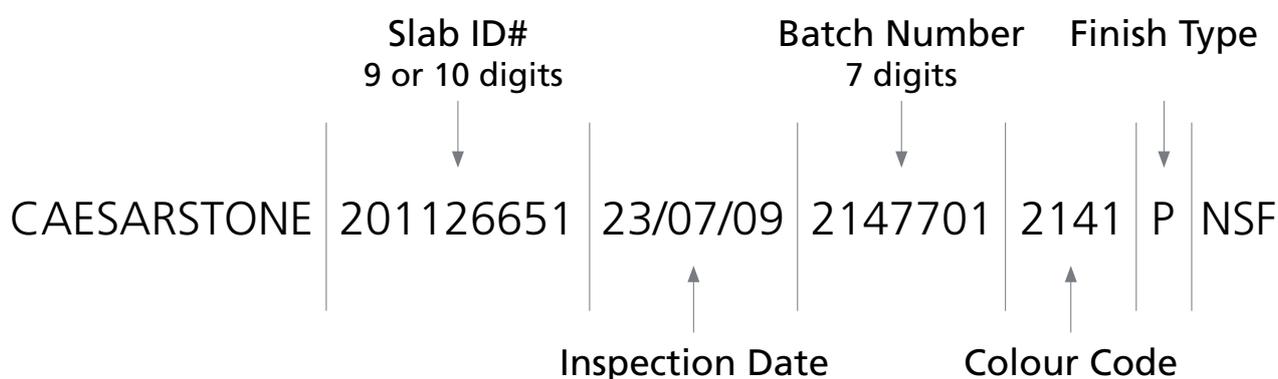
This offer will be available for consideration for the original purchaser of the Product and is not valid for subsequent owners. In making this offer, it does not confer any obligation to any third party to provide any services or costs whatsoever, nor does it imply that there is any liability for any third party because we have provided the materials free of charge.

## Caesarstone® Genuine Batch Branding

The underside of every genuine Caesarstone® Collection slab is stamped with a batch code and unique serial number to verify that your product is authentic. Beware of imitations, ensure that the genuine Caesarstone® product has been used in your installation.

It is highly recommended the Caesarstone® slab identification information is included in the online warranty registration form to help our service team in the unlikely event that you would need to make a Warranty claim.

To gain these details, you will need viewing access to the underside of the slab from inside a cupboard where applicable. This information may not necessarily be visible and is not mandatory for registration completion. Please note, the information below is intended as an example only.



## Warranty registration

Visit [www.caesarstone.sg](http://www.caesarstone.sg) and enter your contact and product information to register your Caesarstone warranty.

### IMPORTANT

- Enter your email address to receive confirmation of your Caesarstone Warranty Registration.
- If you have more than one Caesarstone surface/colour installed, you are only required to register one colour for warranty purposes.
- Locate your proof of purchase which includes the date of installation and details of your Caesarstone benchtop or main surface area.

## How to Report a Claim

Visit [www.caesarstone.sg](http://www.caesarstone.sg) and enter all relevant information.

- Describe the case in detail
- Enter valid email and contact number

A Caesarstone email will be sent to you with confirmation of the case submission.  
A Customer Care representative will contact you within 10 business days.

Distributed by  
Caesarstone® South East Asia Pte Ltd  
UEN 200811371E

Caesarstone® and other Caesarstone® marks are trade marks of Caesarstone® Ltd and they are used under licence by Caesarstone® South East Asia Pte Ltd. Amended Jun 2021. © Copyright Caesarstone 2021. This document supersedes all previous versions and is subject to change without notice.