

caesarstone®

Caesarstone Outdoor Collection

25 Year Limited Warranty



Caesarstone® Outdoor Collection Limited Warranty

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

For added peace of mind, all Caesarstone® Outdoor Collection products come with 25 Year Limited Outdoor Collection Warranty applicable to our outdoor product range.

We encourage you to register your Caesarstone® Outdoor Collection product warranty online at 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 Caesarstone® benchtop using our care and maintenance recommendations. On receipt of your online registration we will arrange for a complimentary Caesarstone® cleaning kit and demonstration.

Like all products designed for the outdoors, the Caesarstone Outdoor Collection is subject to normal and expected deterioration resulting from exposure to environmental factors. This includes a slight degree of fading from UV rays over a long period of time which, it should be noted, significantly outperforms standard engineered stone results in this area. We direct your attention to the attached Outdoor Collection Performance Guide in Relation to UV Resistance (located at www.caesarstone.sg) and to the terms in this warranty and in particular clause 1G.

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

Sincerely,

The Caesarstone® Team

Limited Outdoor Collection Warranty

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

Caesarstone® Outdoor Collection is referred to as The Product.

1. What Does This Warranty Cover?

- A. Subject to the exclusions listed herein, Caesarstone® warrants that the Outdoor Collection Slab will remain free from defects arising from the manufacture of the slab for a period of 25 years from the date of installation of the product.
- B. Products classified as Caesarstone® Outdoor Collection products and does not apply to any other Caesarstone® surfacing products.
- C. Caesarstone® Outdoor Collection surfaces made specifically for outdoor applications including outdoor kitchens, outdoor laundries, outdoor benchtops and splashbacks and outdoor furniture.
- D. Caesarstone® Outdoor Collection surfaces made specifically for outdoor applications and where appliances are used, in strict accordance with the applicable installation manuals of the appliance.
- E. Caesarstone® Outdoor Collection surfaces made specifically for outdoor applications that have been permanently installed as a benchtop or splashback in areas where the temperature is between (-25) and 50 degrees Celsius and have not been moved from their original installation. This warranty also applies to internal applications of Caesarstone® Outdoor Collection products.
- F. Caesarstone warrants, from the original date of installation, Caesarstone® Outdoor Collection 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. All products will fade naturally over time with exposure to UV (Ultra Violet sunlight). Caesarstone® will warrant the Product against significant fading due to exposure to UV sunlight. (See the Caesarstone® Outdoor Performance Guide at www.caesarstone.sg).
- H. This Warranty applies only to materials and/or services that have been paid in full.
- I. 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. 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 Outdoor 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 for flooring, cladding, swimming pools, or any other application involving exposure of the Slab to 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(xxv) 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. damage from barbecues not installed in accordance with the manufacturer or regulatory requirements for combustible and non-combustible materials;
- xvi. damage resulting from use in, or the design or construction of, Outdoor Fireplaces;
- xvii. costs relating to additional modifications such as plumbing, electrical, tile, cabinets, flooring, etc., that may be necessary to repair or replace the Caesarstone Outdoor Collection product.
- xviii. 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;
- xix. any product failures due to inadequate support for the benchtop. This includes inadequately supported overhangs in excess of the recommendations provided by Caesarstone.
- xx. products that have been milled or reduced in thickness;
- xxi. damage caused by any mechanical fasteners secured directly into the surface material.
- xxii. any defect in, or damage to, the surface which results from not being cleaned in accordance with the Caesarstone® Care and Maintenance Guide;
- xxiii. 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;
- xxiv. 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® Outdoor Collection surface.
- xxv. 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;
- xxvi. damage caused by appliances or additional products brought into contact with Caesarstone Outdoor surfaces; and damage caused by installation of ancillary products such as sinks, barbecues, sink brackets, cabinets, tapware, cooktops and dishwashers;
- xxvii. 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.
- xxviii. differences found between samples or photographs of the Caesarstone® Outdoor Collection product and the actual installed Caesarstone® product. Samples are indicative only and colours may vary from the final product.

- xxix. any installation and fabrication that is not installed by a Caesarstone® certified stonemason.
- xxx. 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

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.

5. Warranty Inspections

All inspections of the Outdoor 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® Outdoor 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 Outdoor 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.

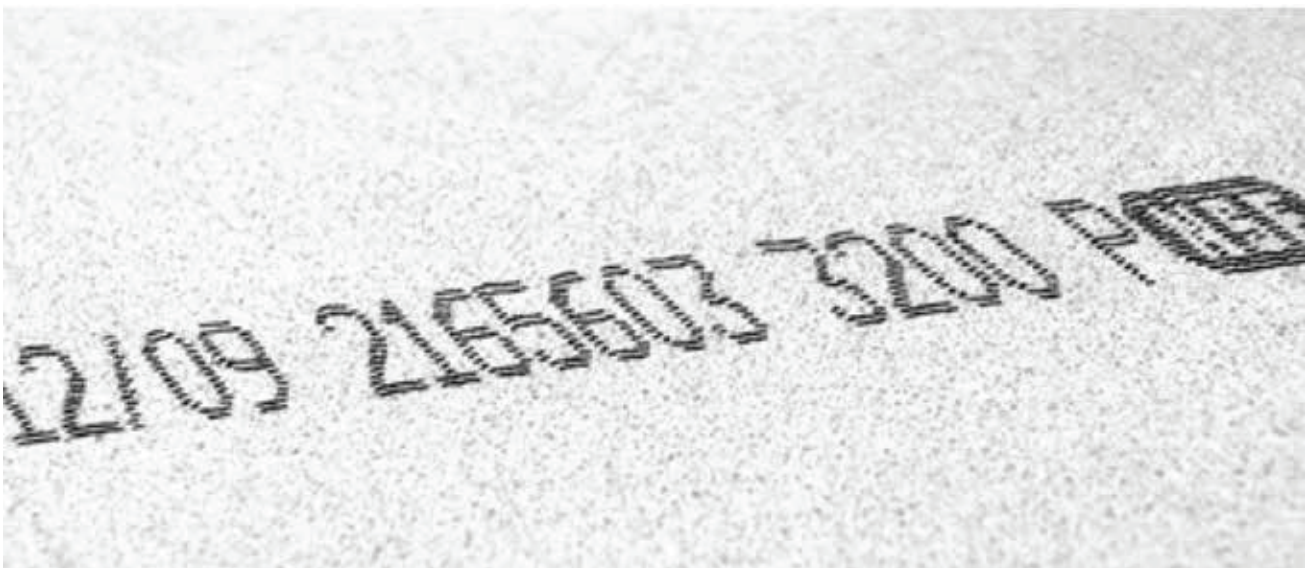
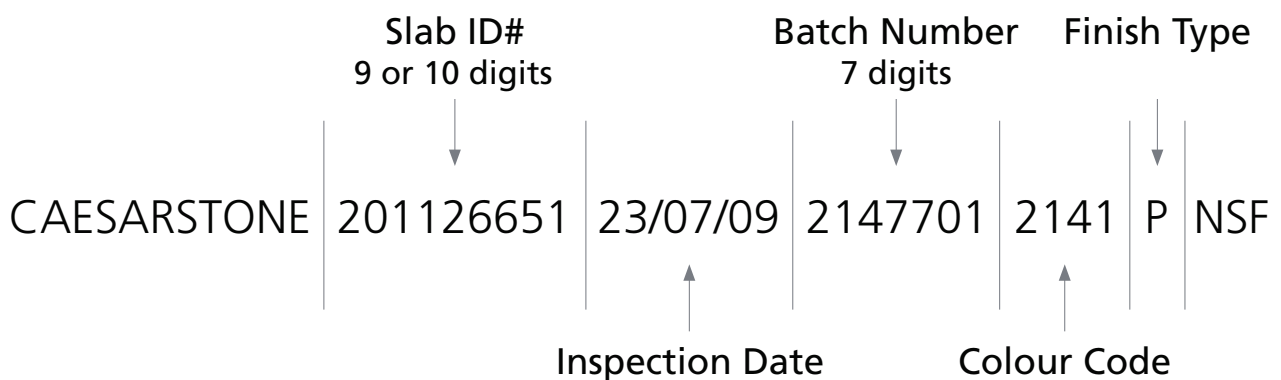
This offer will be available for consideration for the original purchaser of the Product and is not valid for subsequent owners. In making this offer, it does not confer any obligation to any third party to provide any services or costs whatsoever, nor does it imply that there is any liability for any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

Caesarstone® Genuine Batch Branding

The underside of every genuine Caesarstone® Outdoor 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® Outdoor Collection product has been used in your installation.

It is highly recommended the Caesarstone® Outdoor Collection 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 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 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.

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