

# INFINITY

Limited warranty valid for 25 years

## Infinity Ultra Compact Porcelain

The engineered surface, Infinity Ultra Compact Porcelain, known thereafter as 'the product' is produced by manufacturing techniques that guarantee top quality standards for all the products in its range, under the conditions described in this warranty.

### **WHAT IS COVERED BY THIS LIMITED 25-YEAR WARRANTY**

This warranty provides protection for the end customer exclusively in the event of hidden defects emerging during the 25 years subsequent to the activation of the warranty.

The warranty is valid only for 'the product' slabs in the 3240 X 1620 size, in the various finishes and thicknesses used for manufacturing the products, for **exclusively domestic or residential use**, such as kitchen tops, backsplashes, washbasins and vanity units and tables etc.

### **PRECAUTIONS FOR USE IN DOMESTIC AND RESIDENTIAL SETTINGS:**

In order to prevent scratching, chipping and breakage, and to avoid damage during use or domestic cleaning operations, The Stone Group Ltd recommend the following:

- do not use abrasive or steel wire sponges
- do not use caustic soda, abrasive detergents, fluids containing hydrofluoric acid or products with a particularly high or low pH
- do not cut foods directly on the surface or pull pots, kitchen utensils or home appliances across it without any kind of protection for the surface
- avoid leaving aggressive or coloured substances on the surface of the slabs for prolonged periods of time, especially if the surface is polished, because this could alter the appearance of the surface
- do not subject the surface to excessive loads (for example, do not sit or stand on it under any circumstances)
- place excessively hot pots or oven dishes and trays directly onto the surface

### **HOW TO ACTIVATE THE WARRANTY:**

To activate the warranty, the user of 'the product' must, upon penalty of invalidation, fill out the online form available in the pertinent section at [www.thestonegroup.co.nz](http://www.thestonegroup.co.nz), within 30 days from the date of installation, indicating the following essential information:

- a) Name of client
- b) Address of site installed
- c) Date of installation
- d) Name and signature
- e) Name of fabricator
- f) Address of fabricator
- g) Contact number of fabricator
- h) Material type
- l) Material thickness

With the activation of the warranty, and upon penalty of invalidation, the user undertakes to observe, for the care and maintenance of the product purchased, the precautions for use and the instructions for cleaning and maintenance after installation set out in the Cleaning and Maintenance Manual (available on the website [www.thestonegroup.co.nz](http://www.thestonegroup.co.nz)).

#### **CLAIMS MANAGEMENT PROCEDURE**

Should the user find a fault in 'the product' purchased that can be attributed to the manufacturing of the slab, they must report it to The Stone Group Ltd, who will carry out an inspection to verify the existence of the damage.

The user must give the technicians the opportunity and the time required to inspect the product purchased, providing them with assistance such as multimedia material (photos and videos) documenting the defect, and allowing them to carry out an assessment and respond to the complaint.

All the decisions regarding the presence of defects in the slabs used to manufacture the product purchased shall be taken by The Stone Group Ltd. These decisions shall be definitive and binding for all the parties.

If it emerges that 'the product', properly installed in the home of the owner, contains defects, The Stone Group Ltd, at its discretion, may choose whether to repair or replace the faulty slab.

If it is not possible to repair the surface with the defect, the warranty shall be limited to the sole replacement of the faulty slab with another with the same characteristics (colour, thickness, finish, etc.), or reimbursement (if it considered impossible or excessively difficult or expensive to replace the slab).

For replacements, if the product is no longer in production or no longer available for any reason, the faulty product will be replaced with that of similar characteristics.

The option to replace the faulty slabs shall be exercised at the exclusive discretion of The Stone Group Ltd.

#### **EXCLUSIONS FROM THE LIMITED 25-YEAR WARRANTY FOR THE SLABS USED FOR THE MANUFACTURE OF THE PRODUCT PURCHASED:**

1. Damage caused by abuse or misuse of the products purchased, including by way of example, but not limited to, damage caused by incorrect use or accidents, following exposure of the product to abnormal physical conditions (for example forceful impact), aggressive chemical agents, substances particularly liable to stain (for example ink and marker pens), corrosion, structural movements or

natural disasters. The use of any fluids that contain hydrofluoric acid is strictly prohibited and causes immediate, irreversible damage.

2. Any type of damage caused directly or indirectly by actions, intervention or works carried out by third parties, including by way of example, but not limited to: problems caused by incorrect engineering of the product, inadequate installation methods or handling of the original product, cracks on the surface of the product purchased that appear after installation, etc.

3. Products that have been moved from the place where they were originally installed.

4. The reactions and appearance of the joints, adhesives, putty and/or all other accessories.

5. Damage caused by electric appliances installed, used or not properly maintained.

6. Imperfections caused by natural wear and tear from everyday use, such as stains, scratches, water marks or burns.

7. When choosing a colour or finish, it is important to realise that the samples only offer a general indication of the design, pattern, style, colour and finish. It cannot be guaranteed that the samples will be an exact replica of the Infinity slab, and they may differ slightly from the product effectively installed.

8. Opinions based on the customer's personal preference and which prompt him/her to change his/her mind on the colour, general appearance or other opinion on style following the manufacture or installation of the product.

9. Use of the slabs for commercial applications, including, but not limited to, installation in shops, offices and other kinds of commercial premises. This product is NOT deemed suitable for commercial projects.

10. Products purchased whose surface finish applied in the factory has been altered in any way.

11. Defects already visible at the time of engineering or installation of the products

12. Costs for transport, processing, assembling and/or dismantling for the repair or re-installation of the product purchased.

13. Additional repairs or modifications necessary for re-installation (plumbing or electrical system, restructuring work, etc.).

14. Repairs carried out without prior verification.

15. Stains caused by direct contact with aggressive chemical solutions or scratches caused by the use of abrasive or steel wire sponges for the cleaning of the product purchased, or resulting from any other improper use of abrasive products that fail to observe the precautions for use and the instructions for cleaning and maintenance after installation contained on the website of The Stone Group Ltd (available at [www.thestonegroup.co.nz](http://www.thestonegroup.co.nz))

This Limited 25-year Warranty is non-transferrable, and shall apply only to the slabs used for making the product purchased. It shall not be valid if the product purchased has not been paid in full.

The production facility and the installer shall be responsible for carrying out the inspection of 'the product' slabs before working on them and before installing the products made with the slabs.

No other type of explicit or implicit guarantee or warranty shall be issued, including a guarantee of saleability or suitability for a particular purpose. With the exclusion of the terms set out in this document, The Stone Group Ltd declines all contractual and extra-contractual liability for any loss or direct, accidental and consequent damage deriving from the use of 'the product' purchased

No-one other than The Stone Group Ltd may issue promises, statements or warranties of any kind for 'the products'.