



AUSTRALASIA
STONE GROUP

WARRANTY & GUARANTEE

Australasia Stone Group provides a 10-year warranty on slabs for interior use

The warranty must be activated by registering your Australasia Stone Group product on the Company's website in the "Customer Care" section under "Warranty". The warranty starts the day that the fabricated slabs are installed by a licensed fabricator in the interior living space. Registration must be done within 30 days of said installation. This warranty is provided by Australasia Stone Group only for slabs installed in an interior living space (i.e., for indoor use), and is not valid for slabs installed in public or outdoor areas

The seller is obligated to provide and abide by the warranty information presented to the customer throughout the warranty period, in accordance with these warranty terms.

GENERAL:

Australasia Stone Group (hereafter referred to as "the manufacturer") is not responsible for claims made against and damage caused by following:

- (1) Incorrect installation and/or handling of Australasia Stone Group products or installation by a non-licensed fabricator
- (2) Failure to observe the installation instructions given by the manufacturer or local construction regulations and recommendations, including the design of joints.
- (3) Using Australasia Stone Group products outside the normal use recommended by the manufacturer, in non-standard applications or in a manner not in accordance with local building regulations and recommendations.
- (4) By moving, deforming, collapsing, or modifying the substrate or supporting structure on which Australasia Stone Group products are installed.
- (5) Any act of force majeure (e.g., flood, hurricane, earthquake, lightning, etc.) or the state of the environment (e.g., air pollution, soil, mould, etc.).

- (7) visual flaws, i.e., apparent quality defects (surface defects or colour and structural divergence). Any mechanical and aesthetic defects in the surface of the product must be clearly visible from the vertical point of view. A defect is defined as a divergence from the acceptable specification and size that affects the long-term aesthetic appearance of the Australasia Stone Group product.

The warranty also does not apply to:

- (1) A product not paid for in full
- (2) Obvious defects in the product that have not been claimed prior to installation, assembly, or fabrication
- (3) Defects in the product that the customer has been informed about or made aware of at the time of confirming the order
- (4) Slight difference in colour, structure, and design. Australasia Stone Group slabs are made of more than 90% natural materials, divergence in aesthetic appearance are part of its natural properties, do not reduce the functionality of slabs, and therefore cannot be considered as defects
- (5) Difference in the colour of the provided sample used for selection of the material from the actual material delivered
- (6) Products subject to abnormal use and conditions, improper handling or incorrect and inappropriate use, exposure to extreme temperatures, exposure to extreme weather conditions, exposure to ultra-violet radiation, physical or chemical abuse, exposure to acids and alkalis, pollution or damage by inadequate care and maintenance, damage from cutting, cracks, blunt force, damage, or breakage caused by the customer and its improper and inappropriate use
- (7) Temporary stains on the Australasia Stone Group surface (fingerprints, smudges or other temporary stains caused by normal use)
- (8) Damage caused by cleaning, care and maintenance, not in accordance with the manufacturer's recommendations
- (9) Outdoor use

- (10) Additional or extra repairs or alterations, such as all plumbing and electrification adjustments, pavement and wall finishes requiring repairs or relocation of the slab during the time of its warranty. The customer is fully responsible for these repairs and adjustments.
- (11) Products installed in commercial buildings (restaurants, hotels, airport halls, shopping centres, apartment, and apartment complexes, etc.)

To process the claim and ensure quick quality service, contact the location where the original Australasia Stone Group slab was purchased.

Provide quality photo documentation of the defects claimed.

During warranty service, the product must be available to the designated Australasia Stone Group representative to perform a visual inspection and the customer must follow the representative's given instructions.

In the event that a slab replacement is decided, the processing, reinstallation, and associated costs will not be covered by the warranty issued by Australasia Stone Group.

Australasia Stone Group reserves the right, in agreement with the customer, to replace the defective slab with a new colour in the current product offer, which is regularly updated due to development and market requirements.



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