

Letter

WARRANTY 15 YEARS

Silestone® & ECO by Cosentino®



RECYCLED SURFACES



THE ORIGINAL

Letter of **Warranty**

COSENTINO, S.A. guarantees the registered owner of the installed SILESTONE® and/or ECO by Cosentino® products against manufacturing defects for a period of FIFTEEN (15) YEARS as of the date of purchase. Please keep the purchase invoice.

This Letter of Warranty shall only be fully valid if the consumer is registered within 30 days following purchase of the product, as specified in the corresponding paragraph, and submits the original invoice or sales receipt (indicating the date of sale and the name of the product distributor), placing the defective product at the disposal of COSENTINO, S.A.

COSENTINO, S.A. reserves the right to not offer the free warranty service if the requirements established in the previous paragraph are not satisfied or if the information provided by the consumer is false, incomplete or illegible.

What cases are included in the warranty

The obligation of COSENTINO, S.A. for a period of FIFTEEN (15) YEARS to replace the defective product in the terms and conditions specified herein, with the same features (colour, thickness, etc.) as those of the product acquired by the customer.

This warranty covers SILESTONE® quartz surfaces and/or recycled surfaces ECO by Cosentino® destined for two-dimensional applications, such as worktops, facings, and wall and floor coverings that are installed permanently inside the consumer or product end user's home (or property intended for use other than as a residence). It is important that the choice of colour and finish be final before the purchase is fully agreed, since later changes of choice are not covered by this warranty.

This Letter of Warranty is, in any case, subject to strict observance by the consumer of the

instructions of use and maintenance of the SILESTONE® and/or ECO by Cosentino® products that are specified in the existing manuals for the various product applications.

What cases are excluded in the warranty

Any type of damage caused directly or indirectly in any type of action, work or intervention by third parties unrelated to COSENTINO, S.A., 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 SILESTONE® and/or ECO by Cosentino® products, such as variations of colour, thermal impact or inappropriate chemical treatment, performed by third parties unrelated to COSENTINO, S.A.

Damage arising from the improper use, including but not limited to (i) use of the product for purposes for which it is not intended; (ii) use of the product in a manner that does not respect applicable technical or security regulations. (iii) non-compliance with the instructions contained in the use and maintenance manual; and (iv) exposure of the product on the exterior of buildings.

Natural disasters, damage caused by interaction with other products or any other cause that is beyond the control of COSENTINO, S.A.

Cracks developed in the tops after installation. Therefore, cracks in the material are not considered faulty material. Main causes of cracking are movement or settlement, heat directly apply on the surface, excessive weight being placed on the tops, or the result of induced mechanical stress on the material after installation.

Chipping. This is not the result of faulty material but the consequence of rubbing or knocking objects on the edges of the bench top surface.

Any consequent or unforeseen damage, loss or expense, aside from the product itself, including for information purposes but not limited to them, damage to other products, installations or additional or supplementary repairs in connection with plumbing, electrical or masonry work that may be necessary in order to repair or replace the SILESTONE® and/or ECO by Cosentino® products covered by this warranty, are exclusively excluded from this warranty and shall be the exclusive responsibility of the consumer.

Likewise, this warranty expressly excludes any detriment that may arise from the time of the appearance of the covered defect, including that caused during the process of filing and handling of the claim, and during the entire period in which the product is being replaced. This exclusion is extended to cover any detriment, including loss of earnings, that may be caused to trading, commercial, professional or merely residential activities that the consumer, purchaser of the product or any third party may suffer.

Any problem or damage arising from exposure of the product to intense and continuous use during prolonged periods of time: this includes fading, loss or diminishing of performance and aesthetic qualities, and raising of floor surfaces, among others.

Problems, damage or inconvenience arising from the production of static electricity or going to the use of products destined to eliminating or reducing their effects.

Damage that may be caused by deficiencies or omissions in the technical projects on which construction of the buildings where SILESTONE® and/or ECO by Cosentino® products are installed is based.

Differences between samples and photographs of any SILESTONE® and/or ECO by Cosentino® products and the real product purchased are also excluded. Furthermore, marks produced by the material's own

components and polish defects are also excluded, given that under no circumstance does COSENTINO, S.A. commercialise products presenting said defects for whatever reason.

This warranty shall no longer be valid in the event of repairs and/or manipulation of the product without due verification by COSENTINO, S.A.

This warranty only covers replacement of the defective product with another of similar characteristics (colour, thickness, etc.) as the one acquired by the customer unless this is impossible owing to its discontinuation. It will be replaced, by the most similar available at that time..

How to use **this warranty**

To be effective, the warranty must be activated at SILESTONE® and/or ECO by Cosentino® websites www.silestone.com or www.ecobycosentino.com. On this website, data needed for registration is requested, from the point of sale and/or stone mason and the client, for this reason we recommend that the client activation takes place directly at the point of sale or at the stone masons. Once the activation process is complete, the customer will have the option of receiving a printed copy of the warranty.

How to file **a claim**

If you believe that your SILESTONE® and/or ECO by Cosentino® products has a defect and you wish to file a claim in accordance with this warranty, please contact the COSENTINO AUSTRALIA Customer Service Department by fax, e-mail and/or letter, or by phone, indicating your warranty number, at the following:

COSENTINO AUSTRALIA PTY LTD

Building 3, Biloela Industrial Estate 82, Biloela Street/ Villawood - NSW 2163 (Australia).

Tel: 00 61 287 07 25 00 / infoaustralia@cosentinogroup.net
www.silestone.com / www.ecobycosentino.com

What cosentino S.A. will do If the product has a defect

If a defect occurs to the SILESTONE® and/or ECO by Cosentino® products under the terms and conditions of this warranty, COSENTINO, S.A., following appropriate verification, shall replace the material necessary to produce the SILESTONE® and/or ECO by Cosentino® products.

COSENTINO, S.A. is authorised to grant warranties for SILESTONE® quartz surfaces and/or recycled surfaces ECO by Cosentino®.

Special conditions of the fifteen (15) years warranty. Subsidiary ten (10) years warranty.

The warranty for the period of FIFTEEN (15) years shall only be enforceable whether the product has been installed by a COSENTINO Approved Stonemason. In this sense, "COSENTINO Approved Stonemason" is to be understood as a fabricator designated to measure, fabricate and/or install Cosentino® products which is identified as an approved fabricator by COSENTINO and which has been provided with an identification number by COSENTINO for this purpose. The COSENTINO Approved Stonemason identification number shall be necessary in order to register the warranty in the website; otherwise, the provisions stated in the following paragraph shall apply.

The warranty period for those Cosentino® products which have not been installed by a COSENTINO Approved Stonemason shall be reduced up to TEN (10) years. In order to enforce this TEN (10) years warranty the rest of conditions stated in this letter of warranty remain the same.

Special conditions of the warranty for end products

SILESTONE® and/or ECO by Cosentino® end products made as three-dimensional surfaces, such as kitchen sinks, wash basins and shower trays, are guaranteed against possible defects occurring during product manufacture for a period of TWO (2) YEARS, under the terms, conditions and restrictions described for other SILESTONE® and/or ECO by Cosentino® products.







imagine & anticipate



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* To check terms and conditions please go to www.silestone.com

To obtain more information about colours with NSF certificate please visit the official website: www.nsf.org