

15 YEARS RESIDENTIAL WARRANTY

Compressed Quartz will warrant from the original date of installation material that fails due to any manufacturing defect when fabricated and installed. This warranty applies to the repair or replacement of failed material that has been permanently installed in your residence. The option to repair or replace the material is at the sole discretion of Compressed Quartz.

This 15 years Residential Warranty is available only to the original owner of a single-family residence in which Compressed Quartz has been originally installed and is not transferable.

WHAT CASES ARE INCLUDED IN THE WARRANTY

The obligation of Compressed Quartz 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 Compressed Quartz destined for two-dimensional applications, such as worktops, 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 warranty is, in any case, subject to strict observance by the consumer of the instructions of Compressed Quartz Care and Maintenance Guide.

WHAT CASES ARE INCLUDED IN THE WARRANTY

Any type of damage caused directly or indirectly in any type of action, work or intervention by third parties unrelated to Compressed Quartz 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 Compressed Quartz products, such as variations of colour, thermal impact or inappropriate chemical treatment, performed by third parties unrelated to Compressed Quartz.

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 Compressed Quartz.

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.

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Any consequent or unforeseen damage, loss, or expense, aside from the product itself, including 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 Compressed Quartz products covered by this warranty, are exclusively excluded from this warranty and shall be the exclusive responsibility of the consumer.

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.

Differences between samples and photographs of any Compressed Quartz 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 Compressed Quartz 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 Compressed Quartz. 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.

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