



10 Year Limited Warranty

Congratulations on your recent purchase of a Caesarstone® benchtop.

Laminex New Zealand (a division of Fletcher Building Products Limited) (“Distributor”) is pleased to confirm to you the terms and conditions of the Caesarstone® 10 Year Limited Warranty (the “Warranty”) in respect of the Caesarstone® slab (“Slab”) supplied by the distributor to the Stonemason and used by the Stonemason in the creation of your Caesarstone® benchtop (“Benchtop”).

Your ongoing satisfaction with the Benchtop supplied by the stonemason to you is important to us. Your stonemason will complete the warranty registration. On receipt of the warranty registration we will provide you with a Caesarstone® care kit.

Please take the time to read how easy it is for you to care for your Benchtop using our Care and Maintenance Guide.

If you have any questions, or in the unlikely event of a problem with the Slab, please contact Laminex New Zealand customer service team on 0800 303 606.

Limited New Zealand Warranty

1. The distributor gives the following Warranty to you in respect of the slab, subject to the terms and conditions set out below.
2. Subject to clause 3, the distributor warrants that the Slab will remain free from defects arising from the manufacture of the slab for a period of 10 years from the date of installation of the product.
3. **What is not included in the warranty.**
 - (i) The Warranty does not cover any defect in, or damage to, the Product arising from any work done by any person other than Caesarstone®;
 - (ii) The warranty covers any defects in the manufacture of the original slabs. The subsequent fabrication, application and workmanship is not covered under this warranty.
 - (iii) the Warranty does not cover any defect in, or damage to, the Product which results from it being used for flooring or in any outdoor application (including swimming pools) or any other application involving exposure of the Slab to ultraviolet radiation, chemicals, flames or excessive heat;
 - (iv) the Warranty does not cover any defect in, or damage to, the Product which results from not being cleaned in accordance with the Caesarstone® Care and Maintenance Guide;
 - (v) Given that Caesarstone® Slabs are manufactured from natural materials, each slab is unique and variations to shading, quartz distribution and reflectivity do occur and are naturally occurring characteristics of the material. Consequently, (a) samples are indicative only and may vary from the final product; and (b) naturally occurring variations in appearance caused by artificial or natural lighting are not covered by the warranty; Changes in the appearance of the slab from reflected light is a natural part of the slabs.
 - (vi) inspections of the surface of the slabs 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.
 - (vii) the Warranty does not cover any defect in, or damage to, the Product which results from mishandling or misuse;

(viii) the Warranty does not cover any defect in, or damage to, the Product which results from placing hot items including, but not limited to, hot pans, electric frying pans or oven trays directly on the Slab;

(ix) the Warranty does not cover any defect in, or damage to, the Product which results from the use of products which contain trichlorethane or methylene chloride (such as paint removers or stripper) or cleaning agents which have high alkaline/pH levels.

(x) the warranty does not cover 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.

(xi) the warranty does not apply to 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.

(xii) 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 (viii) 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.

Chipping is not a material fault, it is normally the direct result of an impact to the edge of the benchtop surface, as such it is not covered by warranty.

This warranty does not cover temporary marks that are common to the concrete finish such as metal marks, fingerprints or other signs of daily living. This is part of the patina of this finish.

(xiii) The warranty is applicable to the original purchaser of the materials and is not transferable to subsequent owners.

(xiv) The warranty excludes material that has been moved from their original place of installation.

(xv) Fireplaces vary in design and construction and in the amount of heat output; the distributor does not warrant material that has been damaged when used in this type of installation.

(xvi) The warranty does not apply if the material is not installed by a qualified, licensed stonemason.

4. Cleaning Requirements

Please refer to the full Caesarstone® Care & Maintenance recommendations.

5. Time for claim under the Warranty

You must make any 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 Laminex New Zealand, PO Box 12270, Penrose, Auckland 1642.

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 the application of the mandatory conditions and warranties implied by the Trade Practices Act 1974 or any other provision in that Act, the Consumer Guarantees Act, 1993 (NZ) 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 the warranty to be void.
- (iii) Subject to paragraph 6 (ii), the distributor 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), the distributor's liability to you for a breach of any express term, condition or warranty is limited at the option of the distributor to repairing or replacing the product.

7. Privacy

- (i) In order to provide the Warranty to you, the distributor 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) Under the Privacy Act 1993, individuals have rights of access to and correction of their personal information held by the distributor.

8. Without Prejudice

The distributor may, in its absolute discretion, supply replacement material or repair the benchtop free of charge, as a gesture of goodwill. This offer will be determined on a case by case basis by the distributor management only. Where replacement material is supplied to any Stonemason that you nominate, 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 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 offer, the distributor reserves 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 the distributor has provided the materials free of charge.

Caesarstone® Genuine Batch Branding

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

In most cases, you may view the Caesarstone® genuine branding by gaining access to the underside of the slab from inside a kitchen cupboard or bathroom vanity where applicable.



Caesarstone® Care & Maintenance Guide

Have you received your complimentary Caesarstone® Care & Maintenance Guide? Call to request your free guide or view our online maintenance guidelines on our website at www.caesarstone.co.nz.

Any Questions?

If you require any advice on caring for your Caesarstone® surface or technical enquiries please call us on 0800 303 606.

Address of Laminex New Zealand for Warranty claim:

Laminex New Zealand
P.O Box 12270,
Penrose,
Auckland 1642

www.caesarstone.co.nz

**Caesarstone® is marketed and distributed in New Zealand exclusively by Laminex New Zealand.
A division of FLETCHER BUILDING PRODUCTS LTD.**

This document supercedes all previous versions. Caesarstone® and other Caesarstone® marks are trade marks of Caesarstone® Sdot-Yam Limited and they are used under licence by Caesarstone® Australia Pty Ltd.

