



LAVISTONE

WARRANTY



10-YEAR WARRANTY

Lavistone provides a 10-year limited warranty on manufacturing defects subject to the terms and conditions set out below. This warranty is available to the original purchasers of Lavistone products for a period of 10 years from the date the product is installed, provided the product has been used in an interior setting for residential or commercial projects. Lavistone warranty is limited to either repairing or replacing the product at its discretion as a result of a defect arising from the manufacture of the product, upon receipt of satisfactory proof of purchase and use of the product.

What is not covered in the warranty?

1. The warranty applies to the original purchasers of the product from Lavistone or its authorized resellers, and it is not transferable to any subsequent owners.
2. The warranty is for manufacturing defects only and does not cover any defect or damage arising from:
 - a. any modification, alteration not authorized in writing by Lavistone;
 - b. any use or dealing with the product or any work or alteration made by any party other than Lavistone;
 - c. misuse or inadequate maintenance including as recommended;
 - d. any use of the product for which the products are not intended.
3. The warranty does not cover any subsequent fabrication, installation and/or application of the slab.
4. The warranty does not apply where the product is installed by anyone other than a qualified and licensed stonemason or other tradesperson.
5. The warranty does not apply when the product has been removed, altered or moved from their original place of installation.
6. The warranty does not apply for damages and defects when the product is used for flooring or any exterior applications.
7. Applications in fireplaces are not covered in the warranty due to the way it is designed and the amount of heat output.
8. The warranty does not apply to any natural quartz surface variations in pattern, colour or shade within or on the surface of the slabs. Lavistone is made from natural materials, each slab is unique and variations do occur between batches.
9. The warranty does not apply to damages and/or defects resulting from or are contributed to by a failure to clean and maintain or inadequate cleaning and maintenance of the product in accordance with the Lavistone Care and Maintenance Guide.
10. The warranty does not apply to any damage and/or defect due to the product being mishandled or misuses including but not limited to excessive heat, excessive weight, chemicals and exterior application etc.
11. The warranty does not apply to any chips, cracks and scratches unless they were caused by manufacture defects. Chipping is not a material fault, as it is often caused by an external impact to the edge of the benchtop surface. Cracking is not a material defect. It is normally caused by inducing mechanical stress externally on the product after installation, such as excessive heat and excessive weight, or inadequate support under the surface.
12. When a product is replaced by Lavistone, subject to its absolute discretion, the 10-year limited warranty will run from the date of replacement.
13. To register the warranty, please fill out the Lavistone warranty form at www.lavistone.com.au with proof of the date of your purchase of the product. If you do not register this warranty within 60 days of purchase of the product, this warranty is void.

For more information please visit
www.lavistone.com.au