

Atecstone

10 Year limited Warranty

Terms and conditions

Thank you for your recent purchase from Atecstone! Atecstone manufactures and sells high quality products, which are inspected by experienced staff before leaving the warehouse as we want to guarantee that we always deliver the best of the best.

Atecstone offers a superior 10 Year Limited Warranty on our Products. We stand behind our works and aim to make any space stylish and luxurious, with a hint of elegance and sophistication.

The Products:

1. All our Products are unique and will vary in shades and appearances as they are manufactured solely from natural materials. The natural appearance may appear altered due to weather and lighting conditions and product placement. Normal wear and tear may occur and does not mean that the Product is defective.
2. Products are manufactured with a thickness tolerance of plus or minus 1.5 mm, and bowling of no greater than 2mm over the Product length or width with proper support and installation.
3. The contractor/stonemason is responsible for product inspection before fabrication and final installation. This warranty does not cover defects that were not noted at the time of fabrication.

The Warranty covers:

1. Any defect in the Product that is a direct result of the manufacturing or shipping process; and
2. The Product must have been purchased from Atecstone or one of its authorized dealers and
3. The purchaser has paid for the Product in full. This must be noted on the receipt/invoice and
4. The Product is still installed at its original location and
5. The Product has been installed by a licensed stonemason and
6. The original purchaser has officially registered the corresponding Atecstone warranty

7. In the event of all the above applies, Atecstone will at complete and sole discretion choose to either:

- Repair the Product

or

- Replace the original Product with a new Product from the same product range, or a similar range, in the event that the original range is discontinued. Customer shall be aware that an exact replica of the original Product may not be available for replacement. We aim to provide as close to the original size, texture, pattern of the original purchase as possible, but cannot guarantee that the replacement Product will not vary slightly in certain specifications.

or

- A full refund for the original price that Atecstone sold the Product

However, if you choose to replace or refund the Product we do not cover fabrication and installation costs or any other losses arising out of a defect in the Product.

8. This Atecstone Warranty is not able to be re-assigned nor is it in any way transferable. It is granted solely to the original purchaser of the Product on the completion of its sale by Atecstone or one of their authorized dealers.

9. The warranty is effective from the date of installation. Please retain any, and all receipts, as well as a copy of this warranty for your records.

The warranty DOES NOT cover:

Atecstone is not responsible for any damages or losses that incur from anything that occurs to the Product after its manufacture, including but not limited to:

1. Vandalism and accidents
2. Negligence, improper use or abuse, damages that occur if excessive weight has been placed upon the Product, or damages that result from the placement of unsuitable objects, which may disrupt the quality of the Product or cause water spots, stains and scratches
3. Exposure to chemicals or solvent
4. Improper cleaning and maintenance procedures
5. Discoloration of the Product due to prolonged exposure to direct sunlight. Any damages from weather such as rain, sun and/or wind exposure are not covered by this warranty. The warranty does not cover outdoor use of products.
6. Variations in the pattern, shade or color of the Product against the displayed samples, brochure images, illustration of the original Product.

7. Any Product(s) used in conjunction with our Product, including any Product used in installation, maintenance, general care or repair.
8. Fabrication and installation
9. Curving or bending of the Product as a result of the installation process.
10. Milling, including drainage channels, grooves and surface enhancement.
11. The appearance or performance of one or more joints.
12. Bowling on joints greater than 600 mm that is less than 1.5 mm.
13. Failure to follow our recommendations and instructions for proper care and maintenance as provided in the maintenance guide. Any damage as results of failure of compliance to our recommended instructions for handling, storage, usage, fabrication, support, installation, care and maintenance are not covered under this warranty.
14. Chipping is not covered under this warranty, as chipping is not a fault in the material itself, but a direct result that occurs from impact on the edges of the product surface.
15. Atecstone does not cover cracks or scratches unless caused by a defect in the Product. Cracks or scratches are not covered if they are:
 - Caused by excessive heat or stress that result from factors such as placing a hot iron, saucepan or other hot object directly on the surface of the Product.
 - As a result of excessive weight that has been exerted on the Product such as sitting, standing or climbing on the Product.
 - Emanates as a result of cutouts (such as a cutout for the cooktop, tap hole, sink, etc). Crack of this type is caused by the cutout itself not the manufacture defect. 6mm radius on the corner is recommended.
 - "L" shape cut out
 - Caused by improper installation
 - Caused by improper or inadequate support of the Product or by shifting or moving of the support, including the joinery or the house as an entirety.
16. In certain extremely rare circumstances, some colored dots may appear on the Product. These are the mirror reverse and are an anticipated result of the manufacturing process.
17. On the "Natural Plus" Range, there may appear to be some grayish/blackish dots or lines in varying sizes. As well there may be inconsistencies in the background or pattern of this Product. However, such irregularities are not defects, as they are designed to mirror the actual look of natural stone.

The warranty DOES NOT apply:

The Atecstone Warranty does not apply if the Product is

1. Expose to ultraviolet rays or weather conditions (i.e. Installed in an outdoor area)
2. Installed as any type of flooring
3. Exposure to chlorinated water (such as installed in or near jacuzzies, spas, swimming pools, etc.)
4. Installed adjacent to or in any type of fireplace, etc.

Registration

Please register your warranty with us at the website. Alternatively, please post to us the registration form. This will protect your Product and allow us to assist you with any questions or concerns regarding the Product or this warranty.

Purchaser details	
Full name:	
Postal Address:	
Warranty Address: <i>(if different to Postal Address)</i>	
Mobile:	
Email:	
Product details	
Color:	
Batch Number:	
Supplier/Installer:	
Date of installation:	

How to make a claim

To register this warranty, you must complete the Atecstone Warranty form which is included with the Product. You may also download the form from our website. It must be returned to

Atecstone by post or email and include proof of the date of purchase. The Product must be registered within 60 days of the purchase otherwise this warranty is null and void.

Please address any claim in writing within 30 days of occurrence to (company address) or email to warranty@atecstone.com.au; please include with your claim the following details:

- Contact information on both the purchaser and the company or person who installed the Product (name, warranty address, phone number)
- The name and batch number of the Products.
- The installation date
- A full, detailed description or photos of the alleged defect

The purchaser is fully responsible for the expense on claiming the defect under the Atecstone Warranty.

Atecstone will contact you within a reasonable time after the receipt of your claim under the proper Atecstone Warranty. We will then contact you to:

- Arrange an inspection of the Product;
- Request any additional information or evidence that pertains to the alleged Product defect
- Solve the problem
- Accept or reject your claim

If for any reason should you refuse to allow an Atecstone representative to inspect the Product, the warranty is null and void. This also applies if you refuse to provide us with any additional details as per our request.

Guide for Proper Maintenance and Care

Our Products are designed with durable materials and can withstand a lot of wear and tear. However, if you wish your investment to last for years to come you should follow these guidelines

1. Do not expose to heated or hot items such as pots, pans and so forth.
2. Do not stand, climb or sit upon the materials
3. Do not cut directly on the surface

4. Do not expose the surface to strong solvents or chemicals
5. Do not bump, knock or drop heavy items onto the material