



## 15-Year Limited Residential Warranty

**AURASTONE warrants to you, the owner of the original installation of AURASTONE quartz surface in your residence, that upon the following terms and conditions AURASTONE will, at its sole option, repair or replace, without charge, your installation of AURASTONE quartz surface when installed by AURASTONE installer, provided that AURASTONE determines that the product has failed due to any manufacturing defect that is covered by this limited warranty during the first fifteen (15) years from the date of completion of installation of AURASTONE quartz surface .**

### **General Terms and Conditions**

**The following contains information applicable to this limited warranty:**

This warranty applies to AURASTONE quartz surface only, and does not apply to any other products, including sinks, faucets or any other added on appliance, or any other engineered stone products, manufactured or supplied by any other party, except by AURASTONE.

This warranty applies to installations of AURASTONE quartz surface that have been installed permanently in the interior of residences for countertop usage and that have not been moved from the original, permanent installation. This warranty does not apply to other installations such as, but not limited to installations in shower walls, boats or recreational vehicles, or outdoor uses. If after, or during installation, you decide that you do not like the colour you selected, replacement is not covered by this warranty.

This warranty applies to product purchased and installed for owner-occupied residences only.

To obtain service under this limited warranty, you must contact AURASTONE at the address shown at the end of this limited warranty. To qualify for repair or replacement, you must provide the original sales receipt or other documentation acceptable to AURASTONE that demonstrates proof of purchase clearly showing the date of purchase, the date the installation was performed, and that such installation was performed by an AURASTONE installer. Your proof of purchase must identify your installation as AURASTONE quartz surface. If you represent to us that your installation is AURASTONE quartz surface and upon arrival of our warranty service agent at the installation site, we determine that your installation is not AURASTONE quartz surface, you will be liable for and charged the standard warranty service trip charges in effect at that time and no repair or replacement will be performed. You must permit AURASTONE to inspect the installation of the product. You will reasonably cooperate with AURASTONE to perform its obligations under this warranty. All decisions about defects in manufacture shall be made by AURASTONE and communicated to you in a timely manner. Whether AURASTONE performs repair or replacement of your installation, we will seek to obtain the best possible result, but exact colour match cannot be guaranteed.

This warranty shall be null and void unless the product and the installation have been paid for in full.

**Appearance expectation of your AURASTONE quartz surface:**

**Colour Variation Within an Installation:** Since AURASTONE quartz surface is made from natural quartz, variations in the colour, size, shape and pattern of distribution of the natural stone (quartz), and the tone of the background, are inherent and unique characteristics to be expected with this product. If the natural variation is visible in an installation from a distance of 7 feet or greater with uniform lighting (no spot lights or high intensity lighting) it will be considered to be a material defect and covered by this warranty, but you must report it within thirty (30) days of installation. If the colour variation is not visible from 7 feet or if it is not reported within thirty (30) days of installation, it will be considered to be a normal variation and not covered by this warranty.

**Colour Samples:** Samples are only representative and are not an exact replication of what will be installed in your home. Variations in the colour, gloss, finish, size, shape and pattern of distribution of natural stone (quartz), and the tone of the background, are inherent and unique characteristics to be expected with this product. For colours that contain non-directional movement or veining, due to the randomness of this effect, samples of these colours, especially small samples, may not capture this overall aesthetic. This does not affect the product performance in any manner. Your countertop will not be replaced under this warranty due to these variations.

**Blemishes:** Some level of what could be referred to as spots or blotches are inherent in the manufacturing process. Blemishes larger than the size of a SG five cent coin are covered under this warranty, if you report it within thirty (30) days of installation. For colours that contain the non-direction movement or veining, this effect is random within the material. It is not considered a blemish or blotch, rather normal variation and not covered by this warranty. In the rare case where a foreign particle (such as a piece of rubber, metal or wood) is found in the product, then it is covered by this warranty, if you report it within thirty (30) days of installation.

**Gloss:** AURASTONE quartz surface should be expected to have less gloss than granite. Gloss levels can generally be increased by cleaning the installation as identified in this warranty document or on our website.

This warranty applies to products that have been maintained according to the AURASTONE quartz surface care and maintenance guide. The guide is provided free of charge at the time of installation, upon request, from the AURASTONE certified installer or from AURASTONE, or it can be downloaded from our website shown below.

This warranty covers seam performance, not the appearance of the seam. Furthermore, placement of the seams is at the discretion of the fabricator/installer, using colour coordinated seam adhesive. Seam failures due to settling or structural issues unrelated to the countertop installation are not covered by this warranty. Silicone seams do not constitute part of the AURASTONE quartz surface installation and accordingly are not

covered by the warranty. This warranty does not cover uses of products for “commercial” uses, uses of products exposed to outside weather and climate conditions, abnormal use or conditions, or abuse in any way. “Commercial use” includes, but is not limited to, use in a store, office or other place of business. “Abnormal use or conditions” includes, but is not limited to, damage from mishandling or misuse, damage from excessive heat or uneven exposure to weather conditions, physical or chemical abuse, and damage from improper care and maintenance. Improper care of AURASTONE quartz surface may result in staining, scratching, chips in the surface, cracking or seam separation.

**Excessive Heat:** Thermal damage, which can occur when a hot pot, pan, dish or any other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. Damage from excessive heat is not considered to be a material defect, but rather, subject to proper care and maintenance by you.

**Chips:** Chips are caused by impact. The quartz and polyester are bonded together using pressure and vacuum. Chips or any other impact damage are not covered under this warranty.

**Scratches:** AURASTONE quartz surface is extremely scratch resistant, however, it can be scratched when proper care is not used, and accordingly, scratches in your quartz surface installation are not covered by this warranty. Cutting boards should always be used as part of your proper care and maintenance.

**Staining:** AURASTONE quartz surface is stain-resistant, but not stain proof. Stains can usually be removed with chemical cleaners. Staining is not covered by this warranty. You can view our stain cleaning guidelines on our website shown at the end of this document or at the phone number also shown at the end of this document.

AURASTONE is not responsible for damage or injury caused in whole or in part by acts of God, job site conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents.

AURASTONE’s obligation under this warranty is limited solely to the repair or replacement of the AURASTONE quartz surface product covered by this warranty, including necessary labour charges needed to repair, remove or replace the product. AURASTONE will repair or replace any area of the installation that is determined by AURASTONE to be defective. To the extent required, AURASTONE will cover the cost of the simple plumbing and electrical disconnect and reconnect charges to the extent determined necessary by AURASTONE. You will be responsible for any other costs associated with or arising out of the repair or replacement, such as, but not limited to, repairs to wall surfaces, paint, wall paper, tiles, and removal of cabinets, storage bins and food garages or backsplashes to allow access to the quartz surface product for repair or replacement, as well as costs incurred to enable access to plumbing and electrical connections. Your original warranty will continue for the duration of the original fifteen year period and not from the date of any repair or installation.

Except as provided in this limited warranty, AURASTONE shall not be liable in either tort or contract for any loss of direct, consequential or incidental damages arising out of the use or inability to use the product in residential applications covered by this warranty. Some states do not allow the exclusion or limitation of incidental damages, so the above limitation or exclusion may not apply to you.

AURASTONE makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**This is the only warranty made by AURASTONE. No representative, dealer, sales person or any other person is authorized to make or makes any warranty or promise on behalf of AURASTONE with respect to AURASTONE quartz surface. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon AURASTONE unless made in writing and signed by an authorized employee of AURASTONE.**



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For more information about this warranty, please contact  
AURASTONE directly by calling: 6363 0998 or Email: [info@aurastone.com.sg](mailto:info@aurastone.com.sg)