

This warranty applies to Teltos Quartz surface products ("Products").

### **Our Promise**

We promise to you that Teltos Quartz is of the utmost durability and practicality. In the unlikely event of a defect arising from the manufacture of the Products, Teltos Quartz will do its utmost to provide a fair and reasonable outcome to all customers covered by the Teltos Quartz Warranty.

### **Product Appearance, Care and Specifications**

The Products are manufactured from natural materials.

Each slab is unique and will contain variations in shading, reflectivity, and the distribution and appearance of quartz.

As each slab contains billions of individual Quartz particles, the inclusion of varying coloured Quartz particles may occur. Such particles of Quartz under 3mm in Diameter are not considered defects. Any Particles over that size may be cosmetically filled at the supplier's discretion.

These variations are naturally occurring characteristics of the material. The appearance of each slab will also vary depending upon lighting conditions, placement, and viewing angle.

### **Teltos Warranty**

**1.** Teltos Quartz warrants that if the Product, is defective as a result of the manufacture of the Product and:

- a.** The Product was purchased from Teltos or one of its authorized resellers; and
- b.** You have paid for the Product in full; and
- c.** The Product has remained installed at the same location at which it was first installed; and
- d.** The Product has been installed, maintained, used and protected in the manner recommended by Teltos at the time of purchase of the Product; and
- e.** You have registered the Teltos Warranty (see clause 8 below); then Teltos will, at its sole discretion either:
- f.** Repair the Product; or
- g.** Replace the Product with a new Product from the same range as that being replaced, or if that range is no longer available then a reasonably similar range:

**2.** The Teltos Warranty is provided for a period of 15 years, in the case of Teltos Quartz surfaces, from the date of original purchase of the Product from Teltos or from its authorized reseller (as the case may be).

**3.** The Teltos Warranty is not transferable or assignable and is given only to the first user of the Product following its sale by Teltos Quartz or its authorized reseller.

### **What the Teltos Warranty does not cover**

**4.** The Teltos Warranty does not cover defects, or any damage, arising out of anything done to the Product after its manufacture, including:

- a.** The installation of any accessories upon the Product;
- b.** Wear and tear on the Product, the exposure of the Product to heat, improper use or abuse, excessive force or abrasive or corrosive substances; and
- c.** Failing to care for the Product in accordance with Teltos' Quartz guide (found at [www.teltos.net](http://www.teltos.net)) for the care and maintenance of the Product.

**5.** The Teltos Warranty does not cover cracks, chips or scratches unless they were caused by a defect in the Product.

- a.** A crack is not a defect if it (amongst other things):
  - i.** is caused by excessive weight being applied to the surface (such as someone standing or sitting on the Product);
  - ii.** is caused by thermal shock such as placing a hot saucepan, iron or any other hot object, directly on the Product;
  - iii.** is caused by inadequate support being used under the Product;
  - iv.** is caused by the supports used under the Product moving or shifting;
- b.** A chip or a scratch is not a defect if it is caused by external force, unless Teltos considers the force to be negligible.

**6.** The Teltos warranty is limited to the repair, replacement of the Product. If the Product is replaced, the Teltos Warranty does not cover costs incurred and relating to installation, milling, joining, fitting or laminating the Product. The Teltos Warranty does not cover any other losses arising out of a defect in the Product or associated costs such as decorating, tiling, plumbing etc.

### **When the Teltos Warranty does not apply**

**7.** The Teltos Warranty does not apply if the Product is:

- a.** Used as flooring;
- b.** Used in any outdoor application where it is exposed to weathering or ultraviolet radiation;
- c.** Used in or around swimming pools, spas, or any other place where it may be exposed to chlorinated water;
- d.** Used adjacent to any type of fireplace;
- e.** Improperly installed;
- f.** Installed by a person who is not professionally qualified to install the Product.

## How to Make a Claim

**8.** You must register this warranty by visiting [www.teltos.net](http://www.teltos.net) then go to the warranty page, fill in the warranty and send. If you do not register this warranty within 60 days of purchase of the Product, this warranty is void.

**9.** To claim under this warranty you must

**a.** Submit your claim in writing, and post it to Teltos at the following address:

[warranty.italy@teltos.net](mailto:warranty.italy@teltos.net)

**b.** Submit your claim within a reasonable period after the defect would have become apparent to a reasonable person;

**c.** Include with your claim the following details:

**i.** The date on which the product was installed.

**ii.** The name of the person or company that installed the product.

**iii.** The color and finish of the product.

**iv.** A description of the alleged defect.

**10.** You bear the expense of claiming under the Teltos Warranty.

**11.** Within a reasonable period of receiving notice of your claim under the Teltos Warranty, Teltos Quartz will contact you to:

**a.** Arrange to inspect the Product;

**b.** Request further information or evidence in respect of the alleged defect in the Product; or

**c.** Accept or reject your claim.

**12.** If you refuse to allow Teltos to inspect the Product, or unreasonably refuse to provide Teltos with the further information it has requested, the warranty is void.