

Warranty



Congratulations on the purchase of your new stone benchtops/ glass splashbacks.

To ensure a satisfactory result, Marbut Stone recommend that any advice in this document be initially trialled on an inconspicuous part of your home prior to commencement.

If you believe your stone top or splashback has become defective in its manufacture or installation during the guarantee period, then contact your Builder or Marbut Stone direct who will inspect the defect and where deemed appropriate, arrange for repair or replacement of the defective piece, free of charge.

If contacting Marbut Stone direct, please provide the following details, your contact name and number, address, including lot number if possible, the original builder, and a description of the warranty issue and its location in the house. This will enable us to quickly review your request.

Guide to the Marbut Stone Warranty:

- The Marbut Stone Guarantee is for 10 years, commencing from the completion date of the home.
- The guarantee provided by Marbut Stone is based on the requirements as set out in the HIA Guide to Kitchen & Bathroom Construction.
- Defects must be clearly visible from a distance of 1500mm and in a standing position and must be illuminated by "noncritical" light, ie. The light that strikes the surface is diffused and is not glancing or parallel to that surface (not under direct sunlight, spot lamps, wall lights or torch light).
- If an inspection by Marbut Stone is required, we will arrange for an assessment of the item. A service inspection fee will apply, but if the item is covered under warranty, the fee will be refunded in full.
- Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- The benefits to you under the warranty are in addition to other rights and remedies you have under the relevant law in relation to the goods or services to which the warranty relates.

Our guarantee is subject to the exclusions listed below:

- General wear and tear.
- Abrasive or solvent cleaners have not been used to clean tops.
- Negligence to the product.
- Finished surfaces being exposed to excessive moisture or heat, surface cracks, imperfections, colour variations etc, that are common with natural products such as stone benchtops.
- Damage to benchtop joins due to water overflows, heat or steam caused by appliances being placed near joins.
- Damage due to exposure to direct sunlight.
- Cracks in stone benchtops generally associated with ground movement or settlement. Cracks developed in tops after installation are not covered under warranty.
- Joins coming apart are only covered under warranty for the first 3 months after installation, this is generally due to external impact or stress due to ground movement or settlement. Any join repairs required after this period may incur a call-out fee.
- Failure to care and maintain your kitchen in accordance with the attached Marbut Stone Care & Maintenance Guide.
- Faulty materials supplied to Marbut Stone, in which the supplier's warranty is applicable.
- The warranty will only apply if Marbut Stone is notified within 30 days of the holder of the warranty initially becoming aware of the product failure.
- Stone used in any outdoor installations or (hearths) are not covered under warranty.

Please read the contents of "Marbut Stone Care & Maintenance Guide" carefully. Adhering to the practices contained within will ensure the life of your stone and glass products.

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Glass Splashback Warranty:

Marbut Stone offers the original purchaser a 10 year guarantee against delamination, discolouration and faulty workmanship from date of installation.

This warranty does not cover damage caused by:

- Any act of God, any natural occurrence or any other circumstance beyond the control of Marbut Stone.
- Failure to follow any procedures recommended by Marbut Stone in relation to care and maintenance of the product.
- Physical abuse, impact or damage, misuse or accidents (eg. Pots, pans, utensils and appliances etc.).
- Exposure to excessive heat or naked flames from cooktops, which may result in paint discoloration behind glass.
- Normal 'wear and tear', scratches, scuffs, burns, stains, exposure to harsh chemicals or cleaning products, solvents or materials.
- Any defect or damage caused to the product arising out of work done by any other person or trade.
- Where the defect is a minor visual imperfection the product is to be viewed in a normal viewing position at a distance of 3000mm in non-critical light (as per AS/ NZS 4667:2000 Quality Regulations for Cut to Size and Processed Glass).

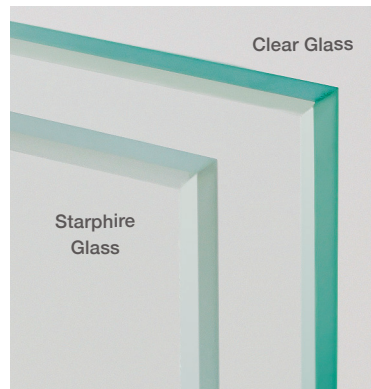
Colour Variation:

The paint used on the back surface of the glass is perfectly matched to colour samples or swatches provided. There will always be a variation in colour on the front surface of the splashback when viewing the paint through the glass. ie. With the use of Starphire glass, there will always be a slight green tinge to the colour. This is even more prevalent where lighter colours are selected.



Starphire (Low Iron) vs Clear Glass:

Starphire glass is lighter in colour than clear glass. Standard clear glass contains a certain amount of iron which appears green in color. We recommend Starphire (low iron) glass as it contains less iron than standard clear glass, and will therefore appear to have less of a green tint.



CONTACT DETAILS:

Marbut Stone Warranty Administration
122-126 National Boulevard
Campbellfield VIC 3061

Version 3 - February 2017 | Page 2 of 2

If you require any further information
please call us or visit our website.

1300 MARBUT
marbutstone.com.au

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