

Warranty



10 YEAR
MANUFACTURING
WARRANTY

Congratulations on the purchase of your new stone benchtops.

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 warranty period, then contact your Builder or Marbut Stone direct who will inspect the concern and where deemed appropriate, arrange for repair or replacement of the 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.
- 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 warranty 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 and stone splashbacks.
- Damage to benchtop or splashback 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 or splashbacks generally associated with ground movement or settlement. Cracks developed in benchtops or splashbacks 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 (if the stone is not recommended for outdoor use by the supplier warranty or specifications).

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

CONTACT DETAILS:

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If you require further information please call us.

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marbutstone.com.au

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