AC Stone ArtsCut Zero 15 Years Limited Warranty

Dear valued customer,

Congratulations on your recent purchase of AC Stone ArtsCut Zero! We are thrilled that you chose us for your projects.

AC Stone provides materials in a large slab format to your preferred tiler, stonemason, or fabricator. They will cut and install AC Stone ArtsCut Zero according to your specific application. Rest assured, all AC Stone ArtsCut Zero undergoes thorough quality checks upon arrival at our warehouse and before leaving. Once it leaves our warehouse, please be aware that AC Stone has no control over transportation, manufacturing, or installation processes. We kindly request you to take a moment to review our care and maintenance recommendations.

By diligently following the proper installation, care, and maintenance procedures for AC Stone ArtsCut Zero, you can expect many years of enjoyment from our product. To provide clarity, we have listed below the terms and conditions that apply to AC Stone ArtsCut Zero Products.

What is included in the warranty:

1. AC Stone provides a 15-year limited warranty to the original customer, commencing from the date of installation and extending for a period of 15 years.
2. The warranty covers any defects that may arise from the manufacturing of the slab.
3. In the event of covered defects, the warranty includes the replacement of the material or a refund for the purchased material. However, please note that any costs associated with subsequent fabrication, installation, or transportation are not covered under this warranty.
4. This Warranty is available only to the original purchaser of the Product and is not transferable to subsequent property owners or purchasers.

What is not included in the warranty:

1. Any defect or damage to the Product arising from work done by anyone other than AC Stone.
2. The fabrication and installation issues of the Product by other parties.
3. Any kind of slabs' defect clearly visible, once slabs have been delivered, and not reported before installation AC Stone remains excluded from the warranty.
4. Acceptable variations include:

a. Inconsistent (spots of color) that do not belong to the graphics and/or that contrast with the background color - up to 3 mm.

b. small pimples or blisters (of the same color of the background or graphics) - up to 3mm.

5. Any modification or alteration to the surface of AC Stone ArtsCut Zero.
6. All book match or vein match colors will not match exactly from slab to slab. A variance of ±15mm of each vein can be expected and is an acceptable characteristic of the material.
7. Damage by applying excessive weight to a poorly supported section of the surface.

8. Any defect or damage as a result of the Product not being cleaned in accordance with the AC Stone ArtsCut Zero Care and Maintenance Guide.
9. Variations in color, pattern or shade of the material against sample material, displayed or illustrated material. AC Stone ArtsCut Zero is made from natural material & some minor color variation will occur between batches.
10. Failure of adhesives or caulking materials.
11. AC Stone ArtsCut Zero is heat resistant. A hot pot or pan can be placed on a AC Stone ArtsCut Zero surface without damage. However, like all ArtsCut Zero materials it still can be damaged by thermal shock, like sudden, rapid surface temperature changes.
12. Cracks and chipping in the Product are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the tops, such as standing or sitting on them. Any cracks emanating from a sink cut-out, cook top cut-out or "L" shaped cut-out is also not covered under this warranty, as they are not caused by any fault in the material. Chipping, divots, holes, scrapes, dents or marks in the Product caused by knocking objects against the surface or the edges of the surface or other excessive impact damage is not a material fault, as it is normally the direct result of an impact to the surface, and as such it is not covered by this Warranty;
13. The Product is a very hard material and highly scratch resistant however it is not scratch proof and this Warranty does not apply to scratches which appear on the Product where proper care has not been exercised;
14. This Warranty does not cover the Product if any part of it has been moved from its original place of installation; and
15. Fireplaces vary in design and construction and in the amount of heat output and this Warranty does not apply to any Product that has been damaged when used in such types of installations.
16. Damage caused by any appliances and accessories installed and subjected to improper use and/or maintenance.
17. Damage caused by failure to transport and handling in general, carelessness, negligence or tampering by the customer and / or by personnel not authorized by AC Stone as well as any processing or treatment not authorized in writing by AC Stone.
18. Damage caused by deficiencies and omissions in technical projects on the basis of which the structure intended to use AC Stone slab is made.
19. This warranty does not cover any defect or damage as a result of mishandling, abuse, or misuse of slabs, including, but not limited to, damage caused by exposing slabs to abnormal physical conditions (such as shocks, vibrations, excessive static loads), solvents or harsh chemical agents (such as bleach, chlorine or hydrofluoric acid for all surfaces) corrosion, structural movements or natural disasters.
20. Normal 'wear and tear' caused by using the Product. Material will still show minor (depending on treatment) scratching over time.
21. The warranty only applies if the Product was installed by a qualified quality and experienced installer.
22. Statutory Rights The limitations on the Warranty set out in this document do not exclude or limit the application of the mandatory conditions or warranties implied by the Trade Practices Act 1974 or any other equivalent or corresponding legislation.

23. Failure to follow any technical instructions and recommendations provided by AC Stone.

Activation of the guarantee and reporting of defects

To make the warranty effective, the final buyer must register on the website https://www.acstone.com.au within 60 days from the purchase date, as well as fill in all fields contained in the format.

The warranty claim must be sent to AC Stone within 2 months from the discovery of the defect, it must be sent by email to the address info@acstonegroup.com.au and must include the documentation confirming the activation within the prescribed terms, attaching a copy of the duly receipted purchase invoice or the receipt, and of the guarantee activation code obtained at the time of registration.