10-Year *Product* Warranty

rev 29 January, 2026



Celeste Stone – Crystalline Silica Free Surface Product Warranty

Congratulations on your recent purchase of a Celeste Stone product (“Product”). Celeste Stone is pleased to confirm the terms and conditions of the 10-Year Product Warranty applicable to our Product as set out in this document (“Warranty Terms”).

We encourage you to complete and submit the attached warranty registration form or to register online at www.caesarstone.com.au to enable us to provide you with the greatest level of support on your new purchase.

Please take the time to read the Celeste Stone Care & Maintenance Guide accompanying these Warranty Terms, to see how easy it is for you to care for the Product using our care and maintenance recommendations.

If you have any questions or in the unlikely event of a problem with your new Celeste Stone product please contact our customer service team.

Sincerely,
Celeste Stone Group Pty Ltd



Celeste Stone – Zero Silica Engineered Stone 10-Year Product Warranty ("Warranty")

Warranty Terms

1. **Warranty Grant**
   Celeste Stone provides this Warranty to the original purchaser of the Product, subject always to the terms and conditions set out in this document.

2. **Warranty Coverage**
   Subject to the exclusions in Clause 6, Celeste Stone warrants that the Product will remain free from defects arising solely from the manufacture of the Product for the life of the Product, commencing on the date of installation and continuing until such time as the Product is removed, altered, or replaced.

3. **Scope of Warranty**
   This Warranty applies strictly to defects in the Product attributable to the manufacturing of the original slabs only. It does not extend to, or cover, any fabrication, installation, transportation, or other services performed in relation to the Product, nor does it cover workmanship associated with such services.

4. **Consumer Guarantees**
   Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund in the event of a major failure and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

5. **Eligibility**
   This Warranty is available only to the original purchaser of the Product and is not transferable to subsequent property owners, transferees, or purchasers.

6. **Exclusions**
   This Warranty does not apply to, and Celeste Stone shall not be liable for, any defect, damage, or failure of the Product that is caused by, or arises from, any of the following:

   i Defects, damage, or faults arising from fabrication, installation, transportation, or any other work performed on or in relation to the Product after its manufacture.

   ii Use of the Product for purposes other than as an internal benchtop or splashback surface, including (without limitation) flooring, outdoor applications (including swimming pools), or any application where the Product is exposed to ultraviolet radiation, chemicals, flames, or excessive heat, unless the Product is expressly designated by Celeste Stone as suitable for such use.

iii Failure to clean, maintain, or care for the Product in strict accordance with the Celeste Stone Care and Maintenance Guide.

iv Mishandling, misuse, neglect, abuse, or deliberate damage to the Product.

In addition to the above, the following exclusions also apply to this Warranty:

v Colour and Appearance Variations – Celeste Stone Products are manufactured using natural minerals, engineered binders, pigments, and, where applicable, high-resolution decorative printing technologies. Variations in colour, tone, pattern distribution, and surface appearance are inherent to the manufacturing process and do not constitute defects. The following terms apply:

a. Natural and Process-Related Variation – Variations in background tone, warmth, pattern intensity, depth, reflectivity, and micro-texture are normal characteristics of engineered stone. Minor differences may occur from slab to slab or batch to batch. Such variations do not form grounds for a Warranty claim.

b. Lighting Conditions – The perceived colour of the Product may change depending on ambient conditions, including natural daylight, artificial lighting, time of day, reflective surfaces, or glancing light. Differences visible only under critical or glancing light remain excluded from this Warranty. All inspections must be carried out from a normal viewing position under “non-critical light,” as defined in these Warranty Terms.

c. Exposure to Sunlight – Colour stability is not guaranteed where the Product is exposed to ultraviolet or solar heat. The colour component of this Warranty does not apply to any installation:

    1. exposed to direct outdoor sunlight, or
    2. exposed to sunlight through windows, glass doors, or skylights for more than two (2) hours per day.

    Any fading, yellowing, warming, or other colour change arising from solar exposure is excluded.

d. Colour Warranty Periods – Subject to the exclusions in this Clause 6:

    - Printed slabs carry a 2-year colour warranty, measured from the date of installation;
    - Non-printed slabs carry a 10-year colour warranty, aligned with the standard Product Warranty.

    No colour-related claims will be accepted once these periods have expired.

e. Basis for Colour Warranty Claims: CIE76 Measurement – A colour warranty claim is defined as a claim alleging that a slab displays excessive colour variance when compared to:

1. A baseline slab whose colour is deemed satisfactory and representative of Celeste Stone's intended production standard; and
2. A comparison slab alleged to exhibit unacceptable colour deviation.

Celeste Stone assesses such claims using the following method:

1. Establishing the Baseline Slab
   The baseline slab must be clean, unmodified, and free from contamination. The baseline may be:
   - a retained factory reference slab,
   - a manufacturer-held reference standard, or
   - an on-site slab unaffected by installation, environmental exposure, or post-fabrication treatment.

   Celeste Stone reserves the right to determine the appropriate baseline for assessment.
2. Measurement Method — CIE L*a*b*
   Colour assessment is conducted exclusively using the CIE L*a*b* colour space. As part of Celeste Stone's service and aftercare process, Celeste Stone personnel will physically attend the installation site with a calibrated colour measurement device to perform readings directly on both the baseline and comparison slabs to obtain the values of L, a and b. Measurements must be taken:
   - on clean, dry, uncoated areas of each slab;
   - away from edges, cut-outs, resin-rich zones, or areas affected by installation;
   - under controlled and consistent lighting conditions.
3. Colour Difference Calculation — CIE76 (ΔE^*_{ab})
   Colour deviation is quantified strictly using the CIE76 ΔE*ab formula which gives the value ΔE^*_{ab} representing the colour difference between two points a and b.
   Thresholds for Warranty consideration:
   - ΔE*ab ≤ 3.0
     Considered within normal and acceptable manufacturing tolerance. Not grounds for a Warranty claim.
   - ΔE*ab > 3.0
     May be considered further, subject to all other exclusions in Clause 6.

vi Cracking and Chipping – Cracks and chips in the Product do not constitute material faults. Cracking results from externally induced mechanical stress after installation, including but not limited to settlement or movement of supporting structures, or the placing of excessive weight on the surface (such as standing or sitting). Cracks emanating from sink cut-outs, cooktop cut-outs, or "L"-shaped cut-outs are expressly excluded, as they do not arise from any fault in the material. Chipping, divots, holes, scrapes, dents, or other marks caused by impact or by objects being knocked against the surface or its edges are likewise not covered, as these result from external force.

vii Scratching – While the Product is a very hard material and highly scratch-resistant, it is not scratch-proof. Scratches resulting from improper care, misuse, or failure to exercise due caution are excluded from this Warranty.

viii Relocation – The Warranty is void if the Product, or any portion thereof, is moved from its original place of installation.

ix Fireplace Installations – Fireplaces vary in design, construction, and heat output. This Warranty does not extend to any Product that sustains damage as a result of being used in or around fireplace installations.

7. Appearance and Inspection of the Product

Celeste Stone Products are manufactured from natural materials and, as such, each sheet is inherently unique. Variations in print colour, background tone, pattern, and reflectivity are naturally occurring characteristics of the material. Samples, images, and photographs are provided for illustrative purposes only and do not constitute an exact representation of the final Product. Differences in appearance resulting from artificial or natural lighting conditions, including, without limitation, changes caused by reflected light, are expressly excluded from the scope of this Warranty.

For the purposes of this Warranty, all inspections of the Product surface(s) shall be conducted from a normal viewing position under “non-critical light.” For the avoidance of doubt, “non-critical light” means diffused lighting conditions where light falls directly on the surface and not at a glancing or parallel angle.

8. Cleaning Requirements

The care and maintenance of the Product must be carried out strictly in accordance with the **Celeste Stone Care & Maintenance Guide**, which accompanies these Warranty Terms and is also available at *www.celestestone.com.au*. If you have not received a copy of this guide, it is your responsibility to obtain one by contacting your retailer or the Celeste Stone customer service team.

Please note that finishes other than polished — including, but not limited to, honed, concrete, natural, and rough concrete finishes — are more susceptible to showing everyday marks, spills, and surface variations. These finishes require more frequent and routine cleaning, and such characteristics shall not be deemed defects or grounds for a Warranty claim.

9. Time and process for claiming under the Warranty

To make a claim under this Warranty, you must submit notice of the claim in writing within twenty-eight (28) days of the occurrence of the event giving rise to the claim. Such notice must be provided to Celeste Stone by email at *aftersales@caesarstone.com.au*.

Upon discovery of any defect or damage to the Product, you must immediately cease using the Product and promptly notify Celeste Stone of the defect or damage in accordance with this clause. Failure to do so may result in the claim being rejected.

10. Remedies Available Under this Warranty

Subject to Clause 12(ii) and to the maximum extent permitted by law (including the Australian Consumer Law), Celeste Stone's liability under this Warranty (or under any other non-excludable guarantee, condition, or warranty) is limited, at Celeste Stone's option, to any one or more of the following:

i. the replacement of the Product(s) or the supply of equivalent products;
ii. the repair of the Product(s);
iii. the payment of the cost of replacing the Product(s) or of acquiring equivalent products; or
iv. the payment of the cost of having the Product(s) repaired.