COSENTINO®

# LIMITED WARRANTY LETTER

SILESTONE® | DEKTON® | ĒCLOS® | SENSA

Rev.02 - 03/2026

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If any provision of this warranty is deemed invalid, illegal, or unenforceable under applicable local legislation, such provision will be considered modified to the extent necessary to comply with the law, or if not possible, will be deemed removed from this warranty. The rest of the warranty will remain fully valid and effective.



# LIMITED WARRANTY LETTER BY COSENTINO

## LIMITATION OF USE

This Limited Warranty (hereinafter referred to as "Warranty" or "Limited Warranty") is intended **for buyers or end-users**, that is, those who will use the product. This warranty does not apply to intermediary professionals who store, distribute, process, install, or carry out other activities with the products and are not end-users.

**It will be considered applicable in both private residential areas, hereinafter 'residential use,' as well as public or commercial spaces (hotels and vacation rentals, airports, hospitals, schools...), hereinafter 'commercial use.'**

The application of the material on facades is subject to a specific warranty letter that will prevail over the current one in this area of use.

## REGISTRATION REQUIREMENTS

This Limited Warranty letter **shall be valid only if the Buyer has registered the product within 6 months from the product purchase date**, as indicated in the corresponding section, **and provides the original invoice or sales receipt** (indicating the sale date and the name of the product distributor), making the defective product available to COSENTINO GLOBAL S.L.U (hereinafter, "COSENTINO"). **The Warranty must be activated online on the website to be effective.** www.cosentino.com. This Warranty is transferable.

COSENTINO reserves the right not to process claims or to refuse free or paid replacement or repair of the material or other services covered by this limited warranty, if the requirements stated in the previous paragraph are not met, if the registration was carried out after the deadline, or if the information provided by the consumer is false, incomplete, or illegible, or if the inspection of the material is not allowed when COSENTINO requests it.

# SILESTONE®, DEKTON®, ĒCLOS®, SENSA, BY COSENTINO®

The following COSENTINO products (hereinafter, the "**Surfaces**") are covered under this Warranty:

- The hybrid mineral surfaces internationally recognized under the brand **SILESTONE®**.
- The ultra-compact, large-format surfaces recognized under the brand **DEKTON®**.
- The mineral surfaces with integrated layered designs recognized under the brand **ĒCLOS®**.
- The **SENSA** by Cosentino® range of products, consisting of selected natural stones treated with a special protection, Senguard®.

Surfaces that have undergone authorized variations requested by the Buyer and carried out in **COSENTINO** facilities are also covered under this Warranty.

All products considered as Finished Products Manufactured by COSENTINO, as defined later in the relevant section of this Warranty, are also covered.

## GENERAL ASPECTS INCLUDED IN THE LIMITED WARRANTY

- **This Warranty is LIMITED and only covers the replacement or repair of defective material** under the terms and conditions stated herein, with the same characteristics (color, thickness, etc.) in which the product was purchased by the Buyer. If this is not possible due to discontinuation, it will be replaced with the most similar option available at that time.

  **IMPORTANT CLARIFICATION**:
  For any defective final product not manufactured by COSENTINO, **the necessary material in slab format will be provided for replacement** as long as the conditions outlined in the terms and conditions described herein are met. However, **costs associated with fabrication, conditioning, removal, or reinstallation of the product will not be covered by COSENTINO**.
- This Warranty covers surface damage in applications such as countertops, claddings, wall coverings, and flooring that are permanently installed in a property, provided that the material has been fabricated and installed in accordance with Cosentino's ELABORATION, DESIGN AND INSTALLATION and USE AND MAINTENANCE manuals.
- **This Warranty covers surface defects not detected in the material's quality controls, which are understood as defects derived directly from the production process.**

## GENERAL ASPECTS NOT INCLUDED IN THE LIMITED WARRANTY LETTER

- **Defects and damages arising from improper fabrication**, design, installation, or maintenance due to failure to follow the recommendations and instructions described in Cosentino's ELABORATION, DESIGN AND INSTALLATION and USE AND MAINTENANCE manuals, available at www.cosentino.com.
- Damages caused **directly or indirectly by third-party interventions unrelated to COSENTINO** (such as transportation damages, aesthetic or performance modifications not aligned with COSENTINO standards, application of products that damage the material, thermal treatments, impacts resulting from installation, unverified repairs by COSENTINO, or fabrication or assembly after product delivery causing such variation).
- **Damages caused by force majeure events**, inappropriate conditions in the work area where the Surfaces are installed or handled, structural movement, vandalism, accidents, natural disasters, damages caused by interaction with other products, or any other cause beyond COSENTINO's control.
- **Damages arising from improper use**, including but not limited to: (i) using the product for purposes other than those intended; (ii) failure to follow the instructions described in the USAGE AND MAINTENANCE manuals.
- **Surfaces that do not meet the Buyer's expectations** regarding aesthetics, color, and finish, such as the appearance of veining (in surfaces with such characteristics), the edge style, or other aspects selected by the Buyer at the time of purchase. The choice of color and finish must be made before finalizing the purchase, and post-purchase changes will not be covered by this Warranty.
- Differences found when comparing samples or photographs of the Surfaces with the final purchased product.
- **This Warranty exclusively covers surface replacement and excludes fabrication, removal, and reinstallation costs resulting from the replacement of the Surfaces, which will be the sole responsibility of the Buyer.**
- **Any other damage, loss, or indirect, consequential, and/or unforeseen expense arising from the repair or replacement of the Surfaces,** including but not limited to damage to other products, installations, or additional repairs related to plumbing, electrical work, or masonry. **These will be the sole responsibility of the Buyer.**
- Damages caused by deficiencies or omissions in architectural designs or technical projects upon which the buildings and integration of other components where the Surfaces are installed are based.
- The following cases are completely excluded from the Warranty, **regardless of the absence of other exclusions provided herein**:

  1. Surfaces or products that have not been fully paid for.
  2. Surfaces or products that do not meet the registration requirements outlined in this Warranty.
  3. Surfaces or products that have undergone repairs or manipulations without proper verification from COSENTINO.
  4. **Costs and losses for direct, indirect, punitive, incidental, or other damages —including, but not limited to, damages for loss of profits—** arising from the use, inability to use, or replacement requirement of the product **are expressly excluded**.

# SPECIFIC SCENARIOS





## SILESTONE BY COSENTINO® 25 YEARS

**Subject to the general aspects previously stated, COSENTINO** guarantees registered Buyers of installed SILESTONE® products against manufacturing defects for a period of **TWENTY-FIVE (25) YEARS* for residential use and TEN (10) YEARS for commercial use, starting from the date of purchase as previously defined**.

* This limited warranty does not cover predictable ageing phenomena, including slight whitening, that may occur in certain Silestone QXeron® references when exposed to high humidity and temperature.



## ADDITIONAL SCENARIOS EXCLUDED FROM THE WARRANTY

- Product exposure outside of buildings.
- Surface cracks after installation. Cracks in the final product are not considered an indication of defective material. The main causes of cracks are movement, shifting or settling of the supporting structure (kitchen cabinets, walls, windows, floors, foundations, etc.), direct heat application on the surface, placing excessive weight on it, or impacting the material after installation.
- Direct or indirect heat application on the surface.
- Chips, as they are not due to defective material, but the result of scratching or striking objects against the product edge.
- Slight variations between units of the same product reference in color, tone, granular structure, or gloss level of the material, arising from the natural variability of the product's components or other reasons.
- Any problem or damage resulting from the exposure of the product to intensive and continuous use over extended periods of time: including, but not limited to, discoloration, loss and reduction of performance and aesthetic characteristics, and flooring lifting. Problems, damages, or discomforts resulting from the generation of static electricity or the use of products designed to eliminate or reduce its effects.

silestone®
Designed by COSENTINO

# DEKTON BY COSENTINO® 25 YEARS

**Subject to the general aspects previously stated, COSENTINO** guarantees the registered Buyer of installed DEKTON® products against manufacturing defects for a period of **TWENTY-FIVE (25) YEARS for residential use and TEN (10) YEARS for commercial use, counted from the date of purchase, as defined in the aforementioned uses.**

The warranty for Dekton® products that include the GRIP / GRIP+ finish is limited to **FIVE (5) years**, under the terms, conditions, and limitations described for the other DEKTON® by Cosentino products.

## ADDITIONAL SCENARIOS INCLUDED IN THE WARRANTY

- → The formation of cracks caused by exposure to extreme high and low temperatures, as well as those caused by thermal shock.
- → Stains caused by common food, beverages, and household products, provided the Buyer or user has followed the guidelines of COSENTINO's FABRICATION, DESIGN, AND INSTALLATION and USE AND MAINTENANCE manuals.
- → Loss of gloss due to direct exposure to ultraviolet (UV) radiation, both indoors and outdoors.
- → DEKTON® products used in barbecues, fireplaces, and any type of surfaces exposed to heat, provided that the instructions indicated in the corresponding design and installation manuals available at www.cosentino.com are strictly followed.
- → The DEKTON® XGloss/Stonika range, consisting of ultra-polished, ultra-compact surfaces, requires regular maintenance and cleaning. The Warranty covers these surfaces if they have been maintained in accordance with the use and maintenance guide available at www.cosentino.com

## ADDITIONAL SCENARIOS EXCLUDED FROM THE WARRANTY

- → Cracks and chipping caused by the impact of heavy objects and by the movement, shifting, or settling of the support structure under the countertop or flooring surface (kitchen furniture, floors, foundations, etc.) are not covered by this Warranty.
- → Products that have been treated with chemical agents or covered with coatings, if those chemical agents or coatings are not validated by COSENTINO.
- → Chipping, the formation of cracks, and other damages caused by impact, improper use, or abnormal conditions for the intended use.
- → DEKTON® Surfaces are intended to offer a natural and non-uniform appearance; therefore, this Limited Warranty does not cover slight variations among units of the same reference in color, tone, surface texture, or gloss level.
- → Use marks caused by household utensils, including, but not limited to, marks from metal contact, fingerprints, stains, and other similar usage marks.
- → Any modification of the DK GRIP/ GRIP+ standard product that alters its slip resistance or aesthetics, including, but not limited to, the application of chemical products or post-treatments, as well as final cleaning or maintenance performed with abrasive methods or methods not specified in the USE AND MAINTENANCE manual.





# ĒCLOS® BY COSENTINO® 25 YEARS

**Subject to the general terms previously stated**, COSENTINO guarantees installed ĒCLOS® products against manufacturing defects for a period of **TWENTY-FIVE (25) YEARS for residential use and TEN (10) YEARS for commercial use, counted from the date of purchase, as defined above.**

## ADDITIONAL SCENARIOS INCLUDED IN THE WARRANTY

- → Damages caused by direct contact with hot metallic kitchen cookware, freshly removed from the stovetop, at typical temperatures (up to 220°C).
- → Sudden and drastic abnormal aging (light or thermal) due to a manufacturing defect.

## ADDITIONAL CASES EXCLUDED FROM THE WARRANTY

- → Damages caused by abnormal external factors, such as prolonged exposure to sunlight, excessive humidity, or extreme temperatures.
- → → Contact with objects at temperatures exceeding 220°C or prolonged exposure to high temperatures.
- → → Outdoor use and situations where the product is exposed to direct sunlight.
- → → Natural aging of the product, as occurs with other natural-origin materials. Slight color changes or loss of intensity are not covered by the Warranty.







# SENSA
# BY COSENTINO®
# 15 YEARS

**Subject to the general terms previously stated,** COSENTINO guarantees the registered Purchaser of installed SENSA® by Cosentino products against manufacturing defects for a period of **FIFTEEN (15) YEARS from the date of purchase.**

SENSA® includes a protective treatment to reduce absorption of substances on its surface, thereby minimizing the material's susceptibility to stains.

The treatment is not a sealer and interacts with the stone's surface differently than conventional sealers.

We recommend following the use and maintenance instructions in the SENSA® product manual.

## ADDITIONAL SCENARIOS INCLUDED IN THE WARRANTY

→ Defects in the application or function of the incorporated protective treatment, provided the instructions in the Product Manual are followed.

## ADDITIONAL SCENARIOS EXCLUDED FROM THE WARRANTY

→ Color variation, thermal impact, or treatment with inappropriate chemical agents, such as the application of acid, etching, conventional surface sealants, coatings other than SENSA® treatment, etc.



SENSA by COSENTINO®

# FINAL PRODUCTS MANUFACTURED BY COSENTINO

## KITCHEN SINKS, INTEGRITY®, COUNTERTOPS BATHROOMS, SHOWER TRAYS, SINKS

This Warranty section is limited to final products manufactured under any of COSENTINO's brands, such as kitchen sinks, bathroom sinks, countertops, shower trays, and covers potential manufacturing defects in these products for a period of FIVE (5) YEARS from the date of purchase.

All provided under the terms, conditions, and limitations described for the rest of the SILESTONE®, ĒCLOS®, DEKTON® by Cosentino products in this document and also available on the website.

This Warranty will only be valid if the Products have been properly installed (in compliance with current regulations and specific installation instructions provided by COSENTINO) and have been correctly used according to their intended application (Guide of use and maintenance. available at www.cosentino.com).

Consumable items (rubber components, gaskets, valves, etc.) are the responsibility of their respective manufacturers and are excluded from this COSENTINO warranty.



# REGISTRATION AND CLAIMS

## WARRANTY REGISTRATION

The activation and validity of this Warranty are conditioned upon compliance with the registration procedure depending on the nature of the Buyer and the intended use of the product.

In cases where the product has been purchased by the **final consumer** with a **named invoice for the Cosentino product**, warranty registration must be completed through the website. www.cosentino.com.

The website requests the necessary data for registration, including the point of sale and/or stonemason as well as the Buyer. To ensure the accurate completion of the required information, it is recommended that this registration be carried out in the presence of the point of sale or the stonemason.

Once the procedure is completed, the Buyer can obtain and print the warranty certification.

For all other cases, activation must be managed through the point of sale or an authorized Cosentino representative, or via email. customercaresupport@cosentino.com.

To take advantage of the Warranty, it must be registered within **six (6) months** from the date of the purchase invoice.

## HOW TO MAKE A WARRANTY CLAIM FOR THE WARRANTY

If you believe there is a defect in the Products covered by this Warranty and would like to file a claim, you must do so by contacting your point of sale or accessing the Cosentino website in your corresponding country, where you will find the Customer Service contact:

**Cosentino Global S.L.U.**
**Carretera de Baza-Huércal Overa km 59**
**04850 Cantoria (Almería)**
www.cosentino.com

To receive the appropriate service under the terms of this limited Warranty, the Buyer must provide the necessary documentation and information for claim analysis. In cases where an inspection is necessary for proper assessment, **COSENTINO or its authorized agents**, stonemasons, or installers must be allowed access. Additionally, the Buyer must reasonably **cooperate** with COSENTINO and its agents in their efforts to provide the service under this limited Warranty

### REFERENCE DOCUMENTS

You can find our guides at the following link:

https://link.cosentino.com/wdoc

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