INFINITY™
The engineered surface.

10-Year Conventional Limited Warranty

INFINITY | THE ENGINEERED SURFACE
division of Mirage Granito Ceramico S.p.A.
Via Giardini Nord, 225 - 41026 Pavullo (MO), Italia
Phone: +39 0536 329311 – info@infinitysurfaces.it

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WHAT IS COVERED BY THIS LIMITED 10 YEAR WARRANTY?

This warranty provides protection for the end customer in the event of hidden defects emerging during the 10 years subsequent to the activation of the warranty.

The warranty is only valid for Infinity slabs installed for domestic or residential use exclusively, in applications or finishes such as kitchen countertops, backsplashes, washbasin vanity units and tables.

PRECAUTIONS FOR USE IN DOMESTIC AND RESIDENTIAL SETTINGS:

In order to prevent scratching and chipping and to avoid damage due to the use of aggressive home cleaning products, abrasive or steel wire sponges must not be used; neither should caustic soda, abrasive detergents or products with a particularly high or low pH.

In addition, it is advisable to use cloths, napkins or pot stands when placing glass, pots or other kitchen utensils on the product.

It is important to avoid cutting foods directly on the surface and moving pots, kitchen utensils or home appliance without any kind of protection for the surface.

We also recommend not leaving aggressive or coloured substances on the surface for prolonged periods of time, especially if the surface is polished, because this could have an impact on its appearance.

HOW TO ACTIVATE THE WARRANTY:

To activate the warranty, the owner of the Infinity slabs installation must fill out the online form available in the pertinent section at www.infinitysurfaces.co.za, within 30 days from the date of purchase, indicating the following essential information:

- Full name
- ID Number
- Contact number
- Address where the Infinity is installed
- Type of installation
- Fabricator who undertook the installation
- Colour and gauge of the installed surface
- Date of installation
- Serial or batch number of the installed surface (This should be obtained from the fabricator who does the installation.)

When the activation procedure has been completed, the user will receive a confirmation e-mail, which s/he must keep for the duration of the warranty.

With the activation of the warranty, the user undertakes to observe, for the use and maintenance of the product purchased, the precautions for use and the instructions for cleaning and maintenance after installation set out in the Cleaning and Maintenance Manual (available in the technical area of the website www.infinitysurfaces.co.za).

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CLAIMS MANAGEMENT PROCEDURE:

Should the user find a fault in the product purchased that can be attributable to the manufacturing of the slab, s/he must report it to the fabricator from whom the slab was purchased from, who will carry out an inspection to verify the existence of the damage. The fabricator will report the matter to the Infinity Surfaces Technical Manager at International Slab Sales (Pty) Ltd.

The user or homeowner must give the technicians appointed by International Slab Sales (Pty) Ltd the opportunity and the time required to inspect the product purchased, and allow them to carry out an assessment and time to respond to the complaint.

All the decisions regarding the presence of hidden defects in the slabs used to manufacture the product purchased shall be taken by International Slab Sales (Pty) Ltd. These decisions shall be definitive and binding.

If it emerges that the Infinity slab that has been properly installed in the home of the owner, contains hidden defects, Infinity may, at its discretion, choose whether to repair or replace the slab in question.

If it is not possible to repair the surface with the defect, the Infinity warranty shall be limited to the sole replacement of the faulty slab with another with the same characteristics (colour, thickness, finish, etc.). If the product is no longer in production, the faulty product will be replaced with an Infinity product with similar characteristics.

When choosing a colour or finish, it is important to realise that the samples only offer a general indication of the design, pattern, style, colour and finish. It cannot be guaranteed that the samples will be an exact replica of the Infinity slab, and they may differ slightly from the product effectively installed.

The option to replace the faulty slabs shall be exercised at the exclusive discretion of International Slab Sales (Pty) Ltd.

EXCLUSIONS FROM THE LIMITED 10-YEAR WARRANTY FOR THE SLABS USED FOR THE MANUFACTURE OF THE PRODUCT PURCHASED (KITCHEN COUNTERTOPS, BACKSPLASHES, WASHBASIN VANITY UNITS AND TABLES) FOR DOMESTIC OR RESIDENTIAL USE:

The following are specifically excluded from the warranty:

1. Damage caused by abuse or misuse of the products purchased, including by way of example, but not limited to, damage caused by incorrect use or accidents, following exposure of the product to abnormal physical conditions (for example forceful impact), aggressive chemical agents, substances particularly liable to stain (for example ink and marker pens), corrosion, structural movements or natural disasters. Remember that hydrofluoric acid causes immediate, irreversible damage.

2. Any type of damage caused directly or indirectly by actions, intervention or works carried out by third parties, including by way of example, but not limited to: problems caused by incorrect engineering of the product, inadequate installation methods or handling of the original product, cracks on the surface of the product purchased that appear after installation, etc.

3. Products that have been moved from the place where they were originally installed.

4. The reactions and appearance of the joints, adhesives, putty and/or all other accessories.

5. Damage caused by electric appliances installed, used or not properly maintained.

6. Imperfections caused by natural wear and tear from everyday use, such as stains, scratches, water marks or burns.

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7. Opinions based on the customer's personal preference and which prompt them to change their mind on the colour, general appearance or other opinion on style following the manufacture or installation of the product.

8. Use of the Infinity slabs for commercial applications, including, but not limited to, installation in shops, offices and other kinds of commercial premises, such as residential rental properties.

9. Products purchased whose surface finish applied in the factory has been altered in any way.

10. Defects already visible at the time of engineering or installation of the products made using Infinity slabs.

11. Costs for transport, processing, assembling and/or dismantling for the repair or re-installation of the product purchased.

12. Additional repairs or modifications necessary for re-installation (plumbing or electrical system, restructuring work, etc.).

13. Repairs carried out without prior verification by International Slab Sales (Pty) Ltd.

14. Stains caused by direct contact with aggressive chemical solutions or scratches caused by the use of abrasive or steel wire sponges for the cleaning of the product purchased, or resulting from any other improper use of abrasive products that fail to observe the precautions for use and the instructions for cleaning and maintenance after installation contained in the Infinity technical manual (available at www.infinitysurfaces.co.za).

15. Installations and applications of any sort manufactured using 6mm gauge material.

16. Anything not explicitly mentioned in this warranty.

17. Damage caused by material flexion and substrate expansion, or installations that do not adhere to the technical installation guidelines.

18. Exterior installations, flooring, cladding, fireplaces and furniture are all excluded from warranty.

The option to replace the faulty slabs shall be exercised at the exclusive discretion of International Slab Sales (Pty) Ltd.

This limited 10-year warranty is non-transferrable and shall apply only to the slabs used for making the product purchased. **It shall not be valid if the product purchased has not been paid in full.**

The fabricator and the installer shall be responsible for carrying out the inspection of the Infinity slabs before working on them and before installing the products made with the slabs.

No other type of explicit or implicit guarantee or warranty shall be issued, including a guarantee of sale ability or suitability for a particular purpose. With the exclusion of the terms set out in this document, Infinity declines all contractual and extra-contractual liability for any loss or direct, accidental and consequent damage deriving from the use or impossibility to use the product purchased made with Infinity slabs.

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