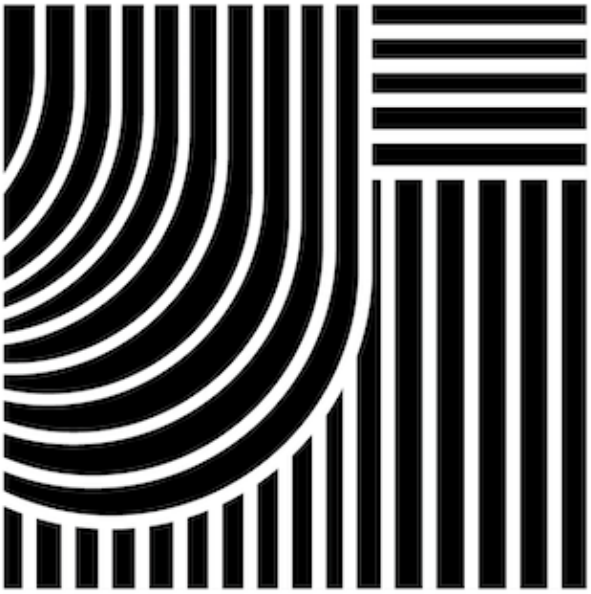

Unistone

15 Year Limited Australia Warranty

Warranty Terms & Conditions

Congratulations on the purchase of UNISTONE product. All UNISTONE products come with 15 Year Limited Warranty.

Please take the time to read our care & maintenance information at www.unistonegroup.com.au

If you have any questions or in the unlikely event of a problem with your new UNISTONE surface; please contact our team.

Sincerely,

The UNISTONE Team

What is included in the warranty:

1. UNISTONE offers a 15 year limited warranty to the original customer for a period of 15 years from the date of your purchase of the product.

2. The warranty covers any defects arising from the manufacture of the slab. All UNISTONE material gets checked when it arrives in our warehouse & before it leaves. After it leaves our warehouse, UNISTONE has no control with transportation, fabrication or installation. Therefore, subsequent transportation, fabrication and installation are not covered in this warranty.

3. The Warranty is limited to: a) replacing the material, b) refunding the value of the material, c) repairing the material.

4.You have registered the UNISTONE GROUP PTY.LTD Warranty by completing and submitting the form on Website: www.unistonegroup.com.au with proof of the date of your purchase of the product. If you do not register this warranty within 28 days of purchase of the product, this warranty is void.

What is not included in the warranty:

1. The Warranty does not cover any defect in, or damage to, the product arising from work done by anyone person other than UNISTONE.

2. The Warranty does not cover any defect in, or damage to, the product during transportation, fabrication, installation or workmanship.

3.The Warranty does not cover any irregularity in the slab that existed in the material prior to fabricating and installation and was present in the final installed product. This is a fabrication issue.

4.The Warranty does not cover any defect in, or damage to, the product which results from it being use as flooring or outdoor application (including swimming pools or in areas near swimming pools).

5. The Warranty does not cover any defect in, or damage to, discoloration of, the product which is exposed to direct sunlight, ultraviolet radiation, chemicals, flames, excessive heat, or silicon(or similar).

6. The Warranty does not cover any defect in, or damage to, the product which results from placing hot items including, but not limited to, hot pans, electric frying pans or oven trays directly on the Slab.

7. UNISTONE does not warrant material that has been damaged when used in the application of fireplaces due to heat output.

8.The Warranty does not cover any defect in, or damage to, the product which results from the use of products which contain trichlorethane or methylene chloride (such as paint removers or stripper) or cleaning agents which have high alkaline/PH levels.

9.The Warranty does not cover any defect in, or damage to, the product which results from not being cleaned in accordance with the UNISTONE Care and Maintenance Guide.

10. The Warranty does not cover any damage to the product as a result of applying excessive weight to the surface, such sitting, climbing or standing on the product.

11. The Warranty does not cover any modification or alteration to the surface of UNISTONE.

12. Given that UNISTONE slabs are made from recycled glass and therefore some variations in colour and aggregate may occur due to raw materials. Particles used in the products may sometimes produce minor irregularities such as blotches and coloured particles. Each slab is unique and will contain variations in shading, reflectivity and the distribution and appearance of recycled glass. The appearance of each slab will also vary depending on lighting conditions, placement and viewing angle. Consequently, a) Variations in color, pattern or shade of the material against sample material, displayed or illustrated material; b) Variations in color, pattern or shade of the material occurred between batches; c) Variations in appearance caused by artificial or natural lighting; are not covered by the warranty.

13. Failure of adhesives, caulking materials, damage resulting due to the accessories installed failure due to inadequate support to joints and seams.

14. Failure to follow any procedures, instructions and recommendations given in the product Manual provided to the fabricators and/or Customers.

15. Cracks in the material are not a material fault. They are not covered in the warranty and are usually a result of, a) Mechanical stress on the material after installation; b) Settlement or movement in joinery or house s a whole; c) Excessive weight being placed on the tops, such as standing, sitting; d) Excessive heat or flames; e) Sink or cook top cut out; f) ”U” or “L” shaped cut out / improper installation.

16. Chipping is not a material fault; it is normally a direct result due to impact to the edge of the surface. Chips are not covered by warranty.

17. The Warranty does not cover any defect in, or damage to, the Product which results from mishandling or misuse.

18. The warranty does not apply if the material is not installed by a qualified and licensed stonemason.

19. The warranty is applicable to the original purchaser of the materials and is not transferable to subsequent owners.

20. The warranty excludes material that has been moved from their original place of installation.

21. Very infrequent ‘grayish’ or ‘reddish’ dots in the ‘Shinning’ colors are normal. These dots are the reverse side of a mirror and are an expected result of the manufacturing process. Other very inconsistent small dots are part of the natural recycled glass used in the manufacturing process and are an accepted part of the material. 'Shinning' colors may show small pitting on the surface due to the manufacturing processes of the mirror (glass). This is unavoidable and not considered a fault in the Product. We suggest inspection of slabs prior to purchase or cutting as no claims will be considered relating to pitting in the 'Shinning' colors. On Calacatta range colors, some black/grayish dots may appear both large and small. There may also be inconsistencies in the veining pattern or background. This is not a defect; the inconsistencies are designed to mirror the look of natural stone. Shadow range colors include sporadic small circles and darker spots. These inclusions are not faults but are added intentionally and add to the unique & inconsistent character of the stone.

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.

Registering your Warranty

The warranty that can be completed via email info@unistonegroup.com.au. Please fill out your Warranty within 28 days of your purchasing, with evidence of purchase invoice, stone fabrication company, date of installation, job address and Unistone design.

Making a Claim

You must file a claim under this warranty within 28 days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by notice in writing received by UNISTONE at N1/391 Park Road, Regents Park, NSW 2143 or email us at info@unistonegroup.com.au

Note: all silicon or similar based products may leave a shiny film on the surface, causing a shiny appearance that cannot be removed. This is an unavoidable part of the installation and should be restricted to the necessary (splash back and joint sealing) areas of the bench top.

To view the UNISTONE care & maintenance information, visit www.unistonegroup.com.au.

Without Prejudice

UNISTONE may, in its absolute discretion, supply replacement material free of charge, as a gesture of goodwill, to any Stonemason that you nominate, to help facilitate a resolution for any disputes, This offer will be determined on a case by case basis by UNISTONE management only.

This offer is limited only to the supply of "Free uncut slabs" and does not include transportation, fabrication, installation or any other associated charges for trades, removal of existing Product, nor do we take any responsibility for any damage that may be caused by other parties in the process of replacing the Product. This offer cannot be exchanged for cash compensation, and is limited to slabs only.

And this is a voluntary offer, we reserve the right to withdraw this offer at any time without notice. This is a one time offer per site. The material must be collected within 28 days or this offer will be retracted.

This offer will be available for consideration for the original purchaser of the Product and is not valid for subsequent owners. In making this offer it does not confer any obligation to any third party to provide any services or costs whatsoever nor does it imply that there is any liability for any third party because we have provided the materials free of charge.

UNISTONE GROUP PTY.LTD

N1/391 Park Road, Regents Park, NSW 2143

Contact: 02 9644 5881

www.unistonegroup.com.au

Warranty & Register

*Name:

*Address:

*Phone:

*Email:

*Product Code & Name:

*Job Type:

*Installer Business Name:

*Installer Contact:

*Installation Date:

Comments:

*Client Name: *Client Signature:

Please send this warranty registration sheet to info@unistonegroup.com.au to complete your registration