YDL Stone 10 Year Limited Warranty



This warranty applies to YDL Stone Engineered Stone surface (“Product”).

Warranty Inclusions

YDL Stone offers a 10 Year Limited Warranty to the original purchaser in respect of the slab, subject to the terms and conditions set out below.

Subject to the Warranty Exclusions set out below, this warranty covers defects in the Product arising from the manufacture of the original slabs of the Product only. This warranty does not cover any services provided in conjunction with or for the Product. Such services, including, but not limited to fabrication, installation, and associated workmanship, are not covered under this warranty.

This warranty is available only to the original purchaser of the Product and is not transferable to subsequent owners or purchasers.

YDL Stone warranty is limited to at their sole discretion.

A) replacing the material,
B) refunding the value of the material,
C) repairing the material.
The warranty does not include any further costs of trades, damages, penalties, or any other materials.

Warranty Exclusions

1. Misuse or abuse (including uneven exposure to direct sunlight, outdoor exposure and use, damage caused by impact, discoloring caused by exposure to certain chemical reagents, and damage from exposure to excessive heat and weight).

2. The actual and final installed Product is not guaranteed to be an exact colour-match to Product samples or printed sample facsimiles or displayed or illustrated material. The Product is made from natural materials and some colour variation will occur between batches. The appearance of each slab will also vary depending upon lighting conditions, placement, and viewing angle. This warranty does not apply to Product variations in the colour, background tone, mineral distribution, and reflectivity within or on the surface of the Product, as these are inherent in the manufacturing process and are a natural characteristic of the Product. It is recommended for the customer to view the whole slab before any colour selection.

3. Failure or dissatisfaction with the appearance of joints or seams, or of any adhesive, caulking materials, damage resulting due to accessory items installed. Failure caused by inadequate sub-structure support and substrate materials, including joints and seam failure.

4. For the products not paid in full.

5. Damage caused by an act of nature.

6. The Product is removed from its original place of installation.

7. Any modification or alteration to the Product including product thickness.

8. Any Product installed as flooring tiles or outdoors or in areas near swimming pools.

9. The installations such as boats, recreational vehicles, and flooring.

10. Any product installed or located outdoors, such as BBQ bench top, outdoor kitchens, or in heated areas such as steam rooms, shower pans, and saunas.

11. Fireplaces are not covered as a result of variations in design and heat output.

12. This warranty does not apply if the Product is not fabricated/ installed by a licensed, qualified stonemason.

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. Chips, cracks, or any other impact damage: Chipping is not a material fault: it is normally a direct result due to impact to the edge of the surface.
Cracks are not a material fault. They are not covered in the warranty and are usually a direct result of:
-Excessive weight (sitting, climbing, or standing on the Product)
-Excessive heat (trivets and hot pads should always be used)
-Movement in joinery or house as a whole
-"U" or "L' shaped cut out/improper fabrication and installation; Any crack emanating from a cook top cut-out or sink cut-out is not covered under this warranty, these are not caused by any fault in the Product.

15. Blemishes, such as blotches or spots, are inherent in the manufacturing process. ln the event visual blemishes, blotches, or a concentration of color pigments are larger than 20mm in diameter, the contracted fabricator should report it to YDL Stone prior to fabrication. Warranty claim against color variation is based on the visual inspection of 1.5 meter away from the Product. Inspection of the slab is to be in a normal viewing position with the slab being illuminated by "non-critical light, "non-critical light' is defined as the light that strikes the surface is diffused and is not parallel or glancing to that surface.

16. The Product is not being cleaned in accordance with the YDL Stone Care and Maintenance Guide.

17. The use of other products and substances that contain trichloroethane or methylene chloride (such as paint removers or stripper) or cleaning agents that have high alkaline/pH levels.

18. Stains or discoloration is not covered. Although YDL Stone Product is stain resistant it is not stain proof. The likes of red wine, beetroot and other strong coloured items should be cleaned off the bench top straight away. It is also recommended to have a UV protecting film placed on windows where direct sunlight comes through onto the bench top. The discoloration of the Product if it is exposed to direct sunlight or silicon (or similar) products over prolonged periods.



Fabricator Responsibilities

The fabricator shall at all times be solely responsible for inspecting the material to identify any minor aesthetic variations and it's suitability for the works to be carried out, prior to the fabrication process commencing. The fabricator must remove any plastic film prior to fabrication.

Time for Claim under the Warranty
Please address any claim in writing within 28 days of the occurrence to
warranty@ydlstone.com.au
Limit of compensation - materials or material value only.

Statutory Rights

The terms and conditions set out in this document do not affect your 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.

Basic Cleaning Requirements

Please refer to the full YDL Stone Care & Maintenance Guide.

Warranty Registration

To register your warranty, please complete this form and mail it to us.
Alternatively, you can register online at www.ydlstone.com.au/warranty-registration

Name

Installation Address

City

Home Phone

Post Code

State

Mobile Phone

Email

YDL Stone (Product) Supplied By:

Retailer/Builder/Stonemason

Signature (required)

Colour Code

Colour Name

Installation Date

Batch Number

Please enclose the original purchase invoice along with this warranty registration form.

Product Application (Please tick):

- ☐ Kitchen bench top
- ☐ Bathroom vanity
- ☐ Wall lining
- ☐ Kitchen splashbacks
- ☐ Other

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