

Warranty, Care and Maintenance Information

The care and maintenance guidelines listed below will assist you in keeping your Novaestone quartz surfaces in pristine condition for years to come.

ROUTINE CARE AND MAINTENANCE

For routine cleaning, use small quantities of non-bleach, non-abrasive cleaners together with warm water and a damp cloth or sponge. Liquid spills including fruits, vegetables, food colorings and curries, should be wiped up and cleaned with a mild detergent and water immediately after detection.

PREVENTING HEAT DAMAGE

Protective trivets and heat pads must always be used underneath cookware such as skillets, saucepans, pots or dishes when removing hot items directly from any heat source (oven cooktop or microwave) and placing onto the Novaestone surface. Prolonged or sudden extreme temperature changes can permanently damage the material which is not covered under warranty.

PREVENTING SCRATCHES

The use of cutting boards and taking care not to drop or move heavy objects on the surface will help to ensure the long lasting beauty of Novaestone quartz surfaces. Novaestone's resilient surface has been designed to withstand normal daily use and whilst it is resistant to scratches, cuts and chipping, cutting directly on the Novaestone quartz surface should be avoided.

CHEMICALS

There are some strong chemicals and solvents that can cause damage to Novaestone quartz surfaces. Paint remover, paint and stain strippers, nail polish removers, bleach, furniture cleaners, oil soaps, permanent markers or inks, oven cleaners, drain cleaners and chemicals with high alkaline pH levels are examples of products that could damage the surface. If a strong chemical or solvent comes into contact with your Novaestone surface, rinse immediately with plenty of water then follow with normal cleaning procedures.

REMOVING DIFFICULT SPILLS AND STAINS

If normal cleaning procedures do not work on stubborn or dried spills, use a non-abrasive cleaning pad such as a household sponge, along with a common mild cream cleanser or a glass and surface cleaner. Should chewing gum, nail polish, or similar substances adhere to the surface, they can be removed with a plastic scraper. Gently scrape off the substance, then follow the routine cleaning procedures listed above.

NOTE: Should paint spots or stains persist after following the above procedures then, as a last alternative, the spot use of acetone may be successful. Testing on an inconspicuous area first is highly recommended.

GENERAL COMMENTS

Novaestone requires no sealing or special cleaning products. Novaestone is made from natural quartz, therefore variations in colour and patterns may occur. Small surface spots and blotches are typical in engineered quartz surfaces.

WARRANTY Information

1. Subject to the conditions and limitations set out in this warranty below, Novaestone warrants to the original purchaser of Novaestone products for interior residential and commercial who is a "consumer" as defined that Novaestone will, at its option, repair or replace that product without charge if it fails directly as a result of a defect in its manufacture or material used in its manufacture, during the first 10 years after initial installation (proof of purchase will be required). This limited warranty terminates at the expiration of 10 years from the date of installation of your Novaestone product.

2. This limited warranty does not cover any defect/damage caused by:

- a, any natural occurrence or any other circumstance beyond the Novaestone's control; or
- b, physical abuse, negligence, vandalism, misuse, accidents, exposure to excessive heat, exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, improper maintenance, exposure to chemical products, and/or normal 'wear and tear', including, without limitation, fractures, burns, scratches, stains, chipping, cuts, wipe marks and scuffs on the product; or
- c, failure to follow the Care and Maintenance instructions of the product; or
- d, exposure to direct sun light including general fading and discoloration; or
- e, variations in colour, pattern and shade of the material against the sample material, displays and/or printed illustrations; or
- f, thermal shock, excessive heat, or excessive weight; or
- g, failure to follow any procedures recommended by the Novaestone for the fabrication and installation of Novaestone products; or
- h, failure of any adhesive, caulk, or other accessory, or failure of any caulked or filled joins or seams; Or
- i, faulty workmanship by any person subsequent to the supply of the Novaestone product from Novaestone.

3. This warranty also does not cover:

- a, anything which has been disclosed as a feature or limitation of the Novaestone product in any literature published or distributed by The Novaestone; or
- b, outdoor application; or
- c, where the defect is trivial or insubstantial; or where, as at the date of notification of the defect to Novaestone, the type or colour of the alleged defective product no longer forms part of Novaestone's standard stock range and the complainant does not agree to the supply of a replacement which is as close a type or colour match as is possible for Novaestone's then prevailing stock range.

4. Costs

- a, Novaestone will bear the expense of the reasonable labour charges which are necessary for the repair or replacement of the Novaestone product covered by this warranty. When submitting a claim, please provide details of the quantum of the labour charges necessary for the repair or replacement of the Novaestone product (including any quotes you have obtained verifying the labour charges).
- b, if Novaestone considers that you have incurred or will incur reasonable labour charges which are necessary for the repair or replacement of the Novaestone product covered by this warranty, it will pay you the amount of those charges or pay those charges directly to a third party to undertake the necessary repair or replacement works.
- c, Subject to a), the person claiming the warranty will bear all other expenses of claiming the warranty.

5. A replacement product from Novaestone may not be reasonably available of the original type of Novaestone product covered by this warranty. If a replacement product of the same specification or type is not reasonably available, Novaestone reserves the right to provide a replacement product as close in shape and specification as is reasonably possible from Novaestone's current product range in satisfaction of its obligations under this warranty.

6. All terms, conditions, warranties, undertakings, inducements and representations, whether expressed or implied, statutory or otherwise relating to any Novaestone product are excluded. Without limiting the generality of the preceding sentence, Novaestone will not be under other liability in respect of any loss or damage (including consequential loss or damage) however caused (whether by negligence or otherwise) which may be suffered or incurred or which may arise directly or indirectly in respect of any Novaestone product.

7. Where any applicable legislation implies any term, condition or warranty in Novaestone's relationship with a person who has acquired any Novaestone product, or otherwise gives that person a particular remedy against Novaestone, and that legislation or any legislation voids or prohibits any provision excluding, or modifying the application of, or the exercise of, any liability under such term, condition, warranty or remedy shall be deemed to be in or, as the case may be, apply to that relationship. However, Novaestone's liability for any breach of such term, condition, warranty, or under such remedy, shall be limited, at Novaestone's discretion, in any one or more of the ways permitted by the legislation where so permitted:

- a, if the breach relates to any Novaestone product;
the replacement of that Novaestone product or supply of similar product; or
 - the repair of that Novaestone product; or
 - the payment of the cost of replacing that Novaestone product with similar product; or
 - the payment of the cost of having the Novaestone product repaired; and
- b, if the breach relates to services:
 - the supply of the services again; or
 - the payment of the cost of having the services supplied.

8. Please note that the benefits given by this warranty are in addition to other rights and remedies of the person under a law in relation to the goods or services to which this warranty relates. This warranty should not therefore be read as an exclusive statement of the rights of the original purchaser or any other person.

9. The warranty does not cover any other product used or installed in connection with the Novaestone product and is not transferable or assignable.

10. To claim this warranty, please send the following written details to the address set out below or email sales@novaestone.co.uk.

- Your name, address and contact phone number.
- Installation address (if different to above), date of installation and a copy of your proof of purchase.
- Description of how the Novaestone product is defective and details of the quantum of labour charges necessary for the repair or replacement of your Novaestone product along with any quotations obtained verifying the labour charges, please provide any photographic evidence. After we receive your written claim we will contact you to discuss. In some circumstances Novaestone may need to remove a sample of the installed product for testing.

Thank you for choosing Novaestone.