

10 YEAR LIMITED WARRANTY

WARRANTY TERMS & CONDITIONS

Congratulations on your recent purchase of Quantum Quartz...thank you for choosing us for your project!

Please take the time to read our care and maintenance recommendations. By following the proper installation, care and maintenance of Quantum Quartz you should have many years of enjoyment from our Product.

Listed below are the terms and conditions applicable to Quantum Quartz engineered stone.

What is included in the warranty:

1. Quantum Quartz offers a limited 10 year warranty to the original customer for a period of 10 years from the date of installation
2. The warranty covers any defects arising from the manufacture of the slab. Subsequent fabrication and installation are not covered in this warranty.

What is not included in the warranty:

1. Any defect or damage to the Product arising from work done by anyone other than Quantum Quartz
2. The fabrication and installation of the Product by other parties
3. The use of the Product as flooring or outdoors or in areas near swimming pools
4. The discolouration of the Product if it is exposed to direct sunlight over a prolonged period
5. Any modification or alteration to the surface of Quantum Quartz
6. Damage to the Product due to prolonged exposure to chemicals or solvents
7. Damage by:
 - a. Placing hot pots / pans on the surface
 - b. Applying excessive weight to the surface
8. The "Pearly Shores" Product has sea shells embedded on the surface of the Product. These shells are susceptible to staining and react to vinegar, citric acid, fruit juices and other mild acids. The shells can be abraded or scratched if they come into contact with harder materials or sharp tools. No claims will be accepted if such defects appear after installation.
9. Any defect or damage as a result of the Product not being cleaned in accordance with the Quantum Quartz Care and Maintenance Guide
10. Variations in colour, pattern or shade of the material against sample material, displayed or illustrated material
11. Failure of adhesives, caulking materials, damage resulting due to the accessories installed, failure due to inadequate support to joints and seams
12. Failure to follow any procedures, instructions and recommendations given in the Product Manual provided to the fabricators and/or Customers
13. Damage as a result of sitting, climbing or standing on the Product
14. Any defect or damage as a result of mishandling or abuse
15. Cracks 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 as a whole
 - c. Sitting, standing or climbing on your bench top
 - d. Excessive heat
 - e. Sink or cook top cut out (not covered)
 - f. "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 this warranty.
17. Fireplaces are not covered as a result of variations in design and heat output.
18. The warranty only applies if the Product was installed by a qualified and licensed stonemason.

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

Please register your warranty online at www.wk.com.au. This will enable us to offer you better customer service.

Making a claim

Please address any claim in writing within 28 days of the occurrence to:

WK Marble & Granite Pty Ltd
Trading as Quantum Quartz
129 Fairford Rd
Padstow NSW 2211
Tel: +612 9772 9888
Fax: +612 9772 9889
Email: marketing@wk.com.au

Quantum Quartz Care and Maintenance Guide

Quantum Quartz is an extremely strong material but you should avoid:

- Sitting, standing or climbing on your bench top
- Prolonged direct exposure to hot pots, pans or other items
- Cutting food directly on the surface
- Knocking, dropping or bumping the Product with heavy items
- Exposure to strong chemicals and solvents

Quantum Quartz is extremely low maintenance.

- For every day cleaning use soapy warm water (mild detergent) and a soft cloth
- For stubborn stains use **Quantum Quartz Stone Cleanser***
- Quantum Quartz is virtually non-porous and does not require sealing or polishing to maintain its glossy, smooth finish



*Quantum Quartz Cream Cleanser is available at select kitchen companies and fabricators as well as at

www.wk.com.au