

Talostone® Warranty Policy

Residential and Commercial 15-Year Limited Warranty

Thank you for the purchase of your new Talostone® surface, a leading brand for quartz surfaces in Australia. All Talostone® products come with a 15-Year Limited Warranty applicable to our products.

Talostone® will warrant from the original date of installation. Material that fails due to any Talostone® slab manufacturing defect when fabricated and installed by a qualified, licensed stonemason/fabricator who complies with all Health & Safety requirements from Safe Work Australia (www.safeworkaustralia.gov.au) for stone fabricating business. This warranty applies to the repair or replacement of failed material that has been permanently installed in your residence. The option to repair or replace the material is at the sole discretion of Talostone®.

This 15-Year Limited Warranty is available to residential and commercial jobs in which Talostone® has been originally installed. This Warranty is only available to the first owner of the properties.

Terms and Conditions

- A. This warranty applies only to Talostone® quartz surfacing materials and does not apply to any other products, including other quartz surfacing products manufactured or supplied by any other party, except Talostone®.
- B. This warranty applies only to Talostone® quartz surfacing materials that have been permanently installed in interior applications and have not been moved from their original installation. If after or during installation you decide that you do not like the colour or finish you selected, that decision is not covered under this warranty.
- C. This warranty does not cover any residence where the owner is not the occupant.
- D. This warranty does not cover materials and/or services that have not been paid in full.
- E. This warranty applies only to materials that have been maintained according to the Talostone® Care & Maintenance guidelines. Care & Maintenance guidelines are available at www.talostone.com.au.
- F. To request service under this warranty you must contact the company who sold you Talostone® or contact Talostone® directly at (61) 02 8783 0600 within thirty (30) days of the failure of Talostone® quartz surfacing materials.
- G. Following installation, you must register your product within thirty (30) days in order to activate your warranty. Simply complete the online form made available at www.talostone.com.au. In the event that no record of your warranty is on file, you must provide proof of purchase in the form of a copy of your original receipt or invoice showing the name of the Owner, Authorised Dealer and Licensed Fabricator. Upon receipt of your original receipt or invoice showing the name of the Owner, Authorised Dealer and Licensed Fabricator, Talostone® will honour this warranty even though no warranty is on file. You must agree to cooperate with Talostone® or its authorised agents in the inspection of the product and assist us in efforts to perform our obligations under this warranty.
- H. Given that Talostone® Slabs are manufactured from natural materials, each slab is unique and varies to shading, quartz distribution and reflectivity do occur and are naturally occurring characteristics of the material. Consequently, (i) samples are indicative only and may vary from the final product; and (ii) naturally occurring variations in appearance caused by artificial or natural lighting are not covered by the warranty; Changes in the appearance of the slab from reflected light is a natural part of the slabs.
- I. Inspections of the surface of the slabs is to be in a normal viewing position with the slab being illuminated by "non-critical light". Meaning of "Non-critical light" is the light that strikes the surface is diffused and is not glancing or parallel to that surface.
- J. This warranty is not transferable.

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Exclusions

1. *This warranty does not cover products used as flooring material.*
2. *This warranty does not cover products installed in any outdoor application.*
3. *This warranty does not cover improper use or abuse. Improper use or abuse includes, but is not limited to, damage from mishandling of the product, damage from excessive heat or exposure to weather conditions, physical or chemical abuse and damage from improper care and maintenance, i.e placing hot items including, but not limited to, hot pans, electric frying pans or oven trays directly on the Slab, prolonged constant heat or instances where the heat exceeds approved temperature levels for BBQ/ Fireplace applications, etc.*
4. *Cracks in the material are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the tops, such as standing or sitting on them. Heat, as explained in section (3) may also result in a crack. Any crack emanating from an overhang, a sink cut-out, cook top cut-out or “L” shaped cut-out is also not covered under this warranty as these are not caused by any fault in the material.*
5. *This warranty does not cover chips or other excessive impact damage to the product. Chipping is not a material fault, it is normally the result of a direct impact to the bench top surface and as such, it is not covered by warranty.*
6. *This warranty does not cover scratches. Talostone® is a very hard material and highly scratch resistant but not scratch proof. Proper care must be exercised including the use of a cutting board as part of your care and maintenance.*
7. *This warranty does not cover routine maintenance. Routine maintenance includes but is not limited to, minor conditions such as removing stains and water spots by following the techniques specified in the Talostone® online Care & Maintenance Guidelines at www.talostone.com.au.*
8. *This warranty does not cover failures due to fabricators/installers not following the prescribed fabrication and installation procedures as outlined in the Talostone® Fabrication, Installation, Safety & Health Protection Guide. Improper fabrication and/or installation is the sole responsibility of the fabricator and/or installer.*
9. *This warranty does not cover any defect that was visible at the time of fabrication and was not avoided during fabrication. Fabricators are required to perform a visual inspection of all materials prior to fabrication and again prior to installation.*
10. *This warranty does not cover seam appearance or seam performance, adhesives, caulk or other accessory items. There are two main reasons for seam separation or cracking with the first one being shifting or movement of the substrate, cabinets or foundation. The second reason is thermal shock which can occur when a hot pan, dish or other receptacle or object is left on the countertop for more than a brief period. Trivets or hot pads should always be used. These issues are not considered material defects.*
11. *This warranty does not cover any chemical damage.*
12. *This warranty does not cover material that has been milled or reduced in thickness.*
13. *This warranty does not cover the installation of sinks.*
14. *This warranty does not cover securing mechanical fasteners directly into the material.*
15. *This warranty does not cover any failures due to inadequate support. This includes any overhangs exceeding those recommended by Talostone® which are inadequately supported.*
16. *This warranty does not cover any chips or cracks that are a result of “DRY” cutting or polishing.*

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17. *This warranty does not cover mitred edges where the joint is not cut correctly.*
18. *This warranty does not cover any defect or damage where the minimum distance from the periphery of the closest gas burner to the Talostone® splash back is less than 200mm.*
19. *This warranty does not cover the altering of any factory applied finish. Only colours listed as available in our brochure, sample book or on our website as "Leather honed" are eligible under this warranty. Any issues arising from the practice of "in-shop" honing is the sole responsibility of the fabricator.*
20. *This warranty does not cover additional modifications such as plumbing, electrical, tile, Cabinets, flooring, etc. that may be necessary to repair or replace the Talostone® product covered under this warranty.*
21. *This warranty does not cover natural variations in the colour, size, shape and pattern distribution of the natural quartz or the natural variations in background tone. These characteristics are inherent and unique characteristics of the product. Colour samples provided to consumers, dealers and fabricators are only representative and not an exact replication of what will be installed in your home.*
22. *This warranty does not cover what is referred to as spots or blemishes smaller than a AUS ten (10) cent piece. A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the material.*
23. *Talostone® materials contain important product information on the back of each slab. Removing this product information may void the warranty.*

Talostone® is not responsible for damage or injury caused in whole or in part by job site conditions, architectural/engineering design, human mishandling, structural movement, acts of vandalism or accidents.

Talostone® shall not be responsible in either contract or tort for any loss of direct, indirect, consequential, incidental, special, exemplary, or punitive damages arising out of the use or the inability to use the products covered by this warranty. Some states do not allow exclusion or limitation of incidental damage, so the above limitations or exclusions may not apply to you.

Privacy

- I. *Talostone® requires the information that it requests from you when you purchase the Product and when you make a Warranty claim in order to provide the Warranty to you. For this purpose, it may be necessary to give your personal information to other companies.*
- II. *Talostone® may also prepare aggregated user statistics or information summaries to describe the services of Talostone® and their popularity to business partners of Talostone® and prospective advertisers and for other lawful purposes. Such information may be disclosed by Talostone® to other companies appointed by it for this purpose. However, this information will not include information which identifies you personally.*
- III. *Talostone® may also from time to time send you information regarding Talostone® range of products. If you do not wish to receive this information please advise Talostone® by calling Talostone® Head Office at 02 8783 0600 or sending an email to info@talostone.com.au.*

THE FOREGOING IS THE COMPLETE WARRANTY FOR TALOSTONE® AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO TALOSTONE®. TALOSTONE® DISCLAIMS ALL WARRANTIES NOT STATED HEREIN. THIS INCLUDES, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

Talostone® is a registered trade mark of Talostone Pty Ltd, ACN 162 170 194.