



## 10 Year Limited Warranty & Care Maintenance Guide



# Caesarstone® Limited Warranty

Congratulations on your recent purchase of Caesarstone® brand quartz surface (“the Product”). Caesarstone® work closely with your supplier and are pleased to confirm the terms and conditions of the Caesarstone® Ten Year Limited Warranty applicable to our product.

We encourage you to complete and submit the attached warranty registration form to enable us to provide you with the greatest level of support on your new purchase.

Please take the time to read how easy it is for you to care for your bench top using our care and maintenance recommendations.

If you have any questions or in the unlikely event of a problem with your new Caesarstone® Quartz Surface; please contact our customer service team at [sales@caesarstone.sg](mailto:sales@caesarstone.sg) or Tel: +65 6316 1938.

Sincerely,



Phillip Goh  
CEO  
Caesarstone South East Asia Pte Ltd



# Caesarstone® Limited Warranty

1. Caesarstone gives the following Warranty to you in respect of the slab, subject to the terms and conditions set out below.
2. Subject to clause 3, Caesarstone warrants that the Slab will remain free from defects arising in the manufacture of the slab for a period of 10 years from the date of installation of the product
3. What is not included in the warranty.
  - (i) The Warranty does not cover any defect in, or damage to, the Product arising out of any work done by any person other than Caesarstone.
  - (ii) Caesarstone accepts no responsibility for the fabrication or installation of the Product;
  - (iii) The Warranty does not cover any defect in, or damage to, the Product which results from it being used for flooring or in any outdoor application (including swimming pools) or any other application involving exposure of the Slab to ultraviolet radiation, chemicals, flames or excessive heat;
  - (iv) The Warranty does not cover any defect in, or damage to, the Product which results from it being cleaned otherwise than in accordance with the cleaning directions detailed below;
  - (v) Given that Caesarstone Slabs are manufactured from natural materials, each slab is unique and variations to shading, quartz distribution and reflectivity do occur and are naturally occurring characteristics of the material. Consequently,
    - (a) samples are indicative only and may vary from the final product; and
    - (b) 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.
  - (vi) Inspections of the surface of the slabs is to be in a normal viewing position with the slab being illuminated by "non-critical light". "Non-critical light" means the light that strikes the surface is diffused and is not glancing or parallel to that surface.
  - (vii) The Warranty does not cover any defect in, or damage to, the Product which results from mishandling or misuse;
  - (viii) 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.
  - (ix) 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.
  - (x) The warranty does not cover any irregularity in the slab that existed in the material prior to fabricating and installation and were present in the final installed product. This is a fabrication issue.
  - (xi) The warranty does not apply to natural quartz surface variations within or on the surface of the slabs, these are inherent in the manufacturing process and are a characteristic of the material.
4. Cleaning Requirements  
Please refer to the full Caesarstone Care & Maintenance recommendations.
5. Time for Claim under the Warranty  
You must take any claim under this Warranty within twenty eight (28) days after the occurrence of an event which gives rise to a claim pursuant to the Warranty, by notice in writing received by Caesarstone at 10 Bukit Batok Crescent #08-06 The Spire Singapore 658079.

## 6. Statutory Rights

- (i) These terms and conditions do not affect your statutory rights.
- (ii) The limitations on the Warranty set out in this document do not exclude or limit the application of the mandatory conditions and warranties implied by the Trade Practices Act 1974 or any other provision in that Act, the Consumer Guarantees Act, 1993 (NZ) or any other equivalent or corresponding legislation in the relevant jurisdiction where to do so would:
  - (a) contravene the law of the relevant jurisdiction;
  - (b) cause any part of the warranty to be void.
- (iii) Subject to paragraph 6(ii), Caesarstone excludes consequential loss of any kind (including, without limitation, loss of use of the Product) and (other than expressly provided for in these terms and conditions) all terms, conditions and warranties implied by custom, the general law or statute.
- (iv) Subject to paragraph 6(ii), Caesarstone's liability to you for a breach of any express term, condition or warranty is limited at the option of Caesarstone to replacing the product.

## 7. Privacy

- (i) In order to provide the Warranty to you, Caesarstone requires the information that it requests from you when you purchase the Product and when you make a Warranty claim. For that purpose, it may be necessary to give that information, including information which identifies you personally, to other companies.
- (ii) Caesarstone may also prepare aggregated user statistics or information summaries to describe the services of Caesarstone and their popularity to business partners of Caesarstone and prospective advertisers and for other lawful purposes. Such information may be disclosed by Caesarstone to other companies appointed by it for this purpose. However, this information will not include information which identifies you personally.
- (iii) Caesarstone may also from time to time send to you information regarding its range of products. If you do not wish to receive this information please let Caesarstone know by calling our customer service number at +65 6316 1938.

# Without Prejudice

Caesarstone 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 Caesarstone 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.

As 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.

# Caesarstone® 10 Year Limited Warranty Registration Form

To register your warranty, complete this reply form, tear off this section and mail it to us.

City: \_\_\_\_\_ State: \_\_\_\_\_

Postcode: \_\_\_\_\_ Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_ Email: \_\_\_\_\_

Caesarstone® Supplied By \_\_\_\_\_

1. Retailer or builder: \_\_\_\_\_

2. and/or stonemason: \_\_\_\_\_

Installation Date: (dd/mm/yy) \_\_\_\_\_

Colour name and number: \_\_\_\_\_

Batch number: (located on underside of slab) \_\_\_\_\_

Product use: (Please tick ✓)

Kitchen Bench Top

Wall Lining

Bathroom Vanity

Kitchen Splashback

Other \_\_\_\_\_

Would you like to be informed of new Caesarstone® developments

If so please tick the box. This information will not be provided to any other party for any reason.

Are you happy with your new Caesarstone installation? Yes  No

# Care & Maintenance recommendations

Caesarstone® is a 91%-95% quartz based product that has outstanding properties to ensure ease of maintenance and longevity of your surfaces. It will withstand exposure to tea, soda, wine, vinegar, lemon juice and strongly coloured spices.

## Everyday Cleaning

Caesarstone® is a low maintenance product. For everyday routine cleaning we recommend wiping the surface with warm soapy water (a mild detergent) and a damp cloth or alternatively use a quality spray and wipe type cleaner.

When using mild detergent cream cleaner we recommend using a small amount of the solution on a 3M Scotch Brite Never Scratch All Purpose Scrubber which has been thoroughly soaked in warm water.

Please note: To remove firmly adhered materials like food, gum and nail polish that can't be removed with the above methods; first carefully scrape away the excess with a sharp blade taking care not to scratch the surface then clean the affected area with the methylated spirits.

## Heat Resistance

Caesarstone® will tolerate brief exposures to moderately hot temperatures, however prolonged direct contact with, or radiated heat from very hot pots can cause thermal shock, discolouration or damage. Therefore we do not recommend placing hot pots, electric frying pans and oven trays directly from the hotplate or out of an oven onto the surface of Caesarstone®. We always recommend the use of a hot pad or trivet to place hot items onto.

## Food Preparation

To avoid damage to the surface we always recommend cutting food on an appropriate cutting board, as the hardness of the surface may blunt knives, or damage the surface.

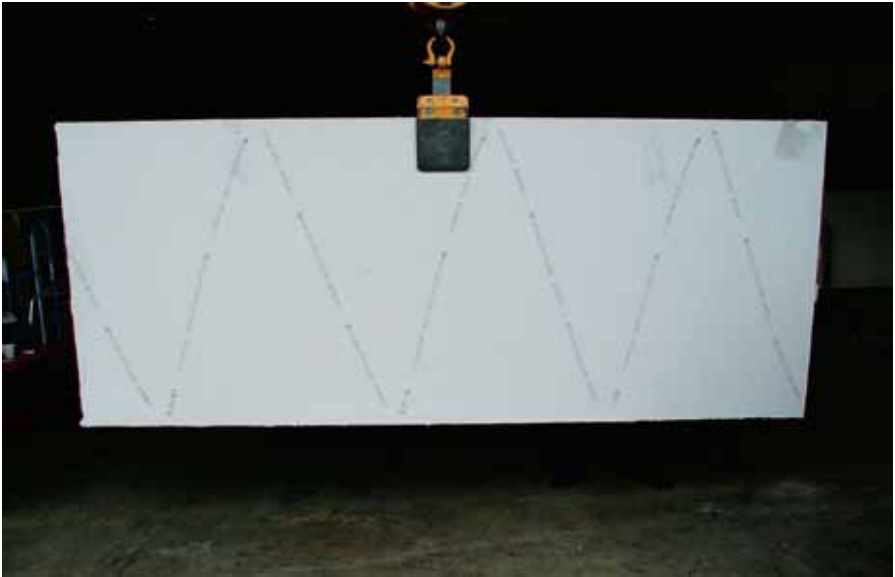
**Caesarstone® does NOT require sealing or polishing.**

## **Tough? Yes. Indestructible? No.**

As with any surface Caesarstone® can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Do not use products that contain trichlorethane or methylene chloride, such as paint removers or strippers. Avoid any highly aggressive cleaning agents like oven cleaner that have high alkaline/pH levels. Should the surface be accidentally exposed to any of these damaging products, rinse immediately with water to neutralize the effect.

## Caesarstone® slab identification.

Every Caesarstone® slab has its own unique, authentic batch and serial number on the underside of every slab.



## Any Questions?

If you require any advice on caring for your Caesarstone® surface or technical enquiries please call us on: +65 6316 1938

Distributed by  
Caesarstone South East Asia Pte Ltd  
10 Bukit Batok Crescent #08-06  
The Spire Singapore 658079

Caesarstone South East Asia Pte Ltd  
10 Bukit Batok Crescent #08-07 The Spire  
Singapore 658079

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