

Emperorstone

Free 10 Year Work Surface Guarantee...

Emperor Stone firmly believe we offer the best quality materials for quartz work surfaces. To back this we are more than happy to offer a 10 year guarantee on our surfaces.

As you will appreciate we cannot guarantee against every eventuality so our guarantees are subject to certain terms and conditions and exclusions set out below. Please read them carefully as action or inaction on your part may invalidate our guarantee. We do not purport to limit your statutory rights in any way if you are a consumer. Our guarantee is only applicable in the UK

Our work surfaces are made of natural materials in the main and, as with all natural materials, very slight differences in colour, shade or thickness of any particular worktop shall not be treated as a breach of our guarantee or other statutory obligations.

Please ensure you keep copies of all sales invoices as proof of purchase and date purchased as your guarantee is invalid without these.

What is Covered by Our Free 10 Year Guarantee on Work Surfaces?

Our guarantee covers the material structure of your quartz work surfaces on the following terms.

We will refund you or cover the following percentages of the cost of the materials and labour of the work surfaces and installation as follows:

Full Years From Purchase	% of Value of Work Surface Materials	% of Cost of Remedial Fitting of all Work Surface Materials
1	100	100
3	75	50
6	50	25
10	25	0

At our discretion, we may repair or replace in part or whole or offer you the appropriate guarantee value in cash in respect of any work surface which is covered by our guarantee if the claim under our guarantee is justified in our reasonable opinion. If

replacement material is offered by us, but identical materials are no longer available, we reserve the right to replace the work surface with the nearest equivalent.

Our guarantee is strictly subject to you notifying us before any measures are undertaken to rectify the problem by yourselves or any other third party.

What is not covered...

Our guarantee does not cover defects or damage arising in respect of, or will be deemed void in the event of:

1. The repair or replacement of any third party components
2. Fair wear and tear
3. Modification or misuse e.g. cutting or direct heat on the work surfaces
4. Physical, chemical or mechanical abuse
5. Any unauthorised repair by any party
6. Natural colour differences, fading, ring marking, veining, pot marks and fissures
7. Use other than for regular domestic purposes, or a purpose which is not disclosed at the time of installation, or outdoor use
8. Failure to use the work surface in accordance with any written instructions from us in respect of suitable and appropriate use
9. Improper installation, relocation, reinstallation, poor site preparation or site maintenance.
10. Acts of God or risks against which household buildings and contents insurance could ordinarily be obtained
11. Invoices have not been paid in full
12. You do not facilitate a visit by one of our representatives to assess your claim

General limitations

Neither we nor any of our third party suppliers make any warranty of any kind whether express or implied with respect to the work surfaces or installation except as provided herein.

We shall not be liable in tort or contract for any direct, consequential, special or incidental losses or damages arising out of the use of or inability to use the work surfaces with the exception of death or personal injury arising from our negligence or as set out in our guarantee.

How to claim under our guarantee

In the unlikely event that you do need to claim under your guarantee, you must contact your supplier in writing quoting your original invoice references. If we deem the fault to be covered under our guarantee, we will contact you with a view to assessing the claim.