

iQuartz®

10-Year Limited Warranty for Residences

The warranty set forth below is granted by iQuartz to you the purchaser and owner of the original iQuartz quartz surface(s) installed in your residence upon the following terms and conditions. Subject to the iQuartz product being installed by iQuartz or a iQuartz Certified Installer, iQuartz will, at its sole discretion, either repair or replace, without charge, the installed iQuartz product provided that iQuartz or its authorized warranty service agent determines that the product has failed due to a manufacturing defect covered by this limited warranty.

Terms and Conditions

The following terms and conditions apply to this limited warranty:

The warranty runs for ten (10) years from the date of completion of the original installation of the iQuartz product. This warranty applies to product purchased and installed for owner-occupied residences. This warranty may be transferred during the 10-year period of warranty to a new owner provided the latter writes to iQuartz (see address at the end of this limited warranty) to register the installation under the new owner's name. The new owner may also refer to our website for further information and instructions.

This warranty applies strictly to iQuartz quartz surfaces only, and does not apply to any other products, including sinks, faucets or any other added on appliance, or any other engineered stone products, manufactured or supplied by iQuartz or any other party.

This warranty covers iQuartz quartz surfaces permanently installed in the interior of residences for countertop usage only, provided that the installation has not been moved from its original position. This warranty does not apply to other installations of iQuartz quartz surfaces including, without limitation, installations in shower walls, boats or recreational vehicles, or outdoor uses.

iQuartz's obligation under this warranty is limited solely to the repair or replacement of the iQuartz product covered by this warranty, including necessary labor charges needed to repair, remove or replace the product. iQuartz will repair or replace any area of the installation that iQuartz or its warranty service agent at its absolute discretion determines to be defective. To a reasonable extent, iQuartz will bear the cost of the electrical disconnect and reconnect charges and simple plumbing that iQuartz or its warranty service agent determines to be necessary. You will be responsible for any other costs associated with or arising out of the repair or replacement, including (without limitation) repairs to wall surfaces, paint, wall paper, tiles, and removal of storage cabinets or backsplashes to allow access to the iQuartz product for repair or replacement, as well as costs incurred to enable access to plumbing and electrical connections.

For the avoidance of doubt, if after, or during installation, you decide that you do not like the colour you selected, replacement is not covered by this warranty.

This is a manufacturer's warranty covering the iQuartz quartz surfaces only. All defects arising from poor fabrication and installation workmanship are excluded from this warranty. Edge profiling, hole openings, and seam performance and appearance using colour coordinated seam adhesive is undertaken at the sole discretion of the fabricator/installer and are not covered by this warranty. Silicone seams and adhesives are also not covered by the warranty.

This warranty does not cover uses of products for non-residential uses, uses of products exposed to outdoor weather and climate conditions, abnormal use or conditions, or abuse in any way. Non-residential uses include (without limitation) use in a store, office or other place of commerce. Abnormal use or conditions include (without limitation) damage from misuse or misadventure or damage from excessive heat or exposure to weather conditions, physical or chemical abuse, and damage from improper care and maintenance. Improper care of iQuartz may result in staining, scratching, chips in the surface, cracking or seam separation.

To obtain service under this limited warranty, you must contact iQuartz at the address shown at the end of this limited warranty. You must provide the original sales receipt or other documentation deemed acceptable to iQuartz that demonstrates proof of your purchase and that clearly shows the date of purchase, the date the installation was performed, and that iQuartz or a iQuartz Certified Installer performed the installation. Your proof of purchase must clearly indicate your installation as an original iQuartz product. Should you represent to us that your installation is iQuartz but upon arrival of our warranty service agent at the installation site, we assess that your installation is not iQuartz, you agree to be liable for and be charged the standard warranty service trip charge in effect at that time even though no repair or replacement is performed. You agree to permit iQuartz or iQuartz Certified installer to inspect the installation of the product. You agree to reasonably cooperate with iQuartz in iQuartz's efforts to perform its obligations under this warranty. iQuartz will communicate all decisions about defects in manufacture to you in a timely manner. Whether iQuartz performs repair or replacement of your installation, we will seek to obtain the best possible result, but we do not warrant an exact colour match.

This warranty shall be null and void unless the product and the installation had been paid for in full.

Certain Caveats Apply Regarding the Appearance of your iQuartz Countertop Surface:

Colour Samples: Variations in the colour, gloss, finish, size, shape and pattern of distribution of natural stone (quartz), and the tone of the background, are inherent and to be expected with this product. Samples shown to you are therefore only representative and are not an exact replica of what will be installed in your residence. Samples, particularly small samples, may not capture random colours due to non-directional movement or veining which occurs naturally within the material. Your countertop will not be replaced under this warranty due to these variations not being seen in the samples shown to you.

Colour Variation Within an Installation: iQuartz is made from natural quartz. As such, variations in the colour, size, shape and pattern of distribution of the natural stone (quartz), and the tone of the background, are inherent and to be expected with this product. If the colour variation is not visible in an installation from a distance of 7 feet or greater with uniform lighting (no spot lights or high intensity lighting) it will be considered to be a natural variation and not covered by this warranty. It will be considered a material defect and covered by this warranty only if the colour variation is visible from 7 feet or greater, provided you report it within thirty (30) days of the original installation.

Blemishes: Some spots or blotches are inherent in the manufacturing process. If however blemishes are larger than the size of a circle with diameter of 10mm this will be covered under this warranty, if you report it within thirty (30) days of the original installation. Colours may contain non-direction movement or veining that occur naturally and randomly within the material. It is not considered a blemish or blotch, therefore it is not covered by this warranty. This warranty applies in the unlikely event that a foreign particle is found in the product, provided you report it within thirty (30) days of the original installation.

Gloss: iQuartz has less gloss than granite. Gloss levels can generally be increased by cleaning the installation as identified in this warranty document or on our website.

Care and Maintenance of your iQuartz Countertop Surface:

This warranty applies to products that have been maintained according to the iQuartz quartz surfaces Care in Use Guide. The Guide is provided free of charge at the time of installation, upon request, from the iQuartz Certified Installer or from iQuartz, or it may be downloaded from our website shown below.

Excessive Heat: Thermal damage may occur when a hot pot, pan, dish or any other receptacle or object is left on the iQuartz countertop surface for more than a brief period. It is advisable to use hot pads or trivets should any hot object be put on the countertop. Damage from excessive heat relates to issue of proper care and maintenance of the product and is not covered by this warranty.

Chips: Chips or any other impact damage are not covered under this warranty.

Scratches: Cutting boards should always be used as part of your proper care and maintenance of your iQuartz countertop surface. Notwithstanding that iQuartz is extremely scratch resistant, it can be scratched when proper care is not shown, and accordingly, scratches in your iQuartz installation are not covered by this warranty.

Staining: iQuartz is stain-resistant. It is however not stain proof. You may usually remove stains with chemical cleaners. You can view our stain cleaning guidelines on our website shown at the end of this document shown at the end of this document. Staining is not covered by this warranty.

iQuartz is not responsible for damage or injury caused in whole or in part by site conditions, architectural and engineering design, structural movement or settling, acts of vandalism, or accidents or any event beyond iQuartz control.

Except as provided in this limited warranty, and to the extent permitted by applicable law, iQuartz shall not be liable in either tort or contract for any indirect, consequential or incidental loss or damages arising out of your use or inability to use your iQuartz installation covered by this warranty.

To the extent permitted by applicable law, iQuartz makes no other warranty, representation or guarantee, express or implied, with respect to its products, except as expressly stated herein.

This warranty shall be governed by and construed in accordance with the laws of Singapore.

This is the only warranty made by iQuartz. No representative, dealer, sales person or any other person is authorized to vary the terms of this warranty or make any other warranty or promise on behalf of iQuartz with respect to the iQuartz quartz surface covered by this warranty. No terms or conditions other than those stated herein or provided by law, and no agreement or understanding, oral or written, in any way purporting to modify this warranty shall be binding upon iQuartz unless made in writing and signed by an authorized employee of iQuartz.

Registration

To register for this warranty, you must fill out and return a registration form to us.

For more information about this warranty, please contact iQuartz* directly by emailing to

online@iquartz.com, or go to www.iquartz.com, or contact iQuartz (at the address indicated below) or your local iQuartz's authorized agent.

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*iQuartz is a division of Stonetile Enterprise Pte Ltd (UEN199901511H).
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REGISTRATION FORM

IQUARTZ 10-YEAR LIMITED WARRANTY FOR RESIDENCES

WARRANTY S/NO.:

OWNERS PARTICULARS

OWNERS NAME:

ADDRESS OF INSTALLATION:

CONTACT NUMBER:

EMAIL:

BRAND BOUGHT:

PRODUCT/COLOUR BOUGHT:

DATE OF PURCHASE:

INVOICE/RECEIPT NUMBER:

(If you do not have an iQuartz invoice or receipt, please put your contractor's invoice or receipt number.)

NAME OF CONTRACTOR FROM WHOM PRODUCT WAS BOUGHT:

NAME OF IQUARTZ CERTIFIED INSTALLER:

DATE OF INSTALLATION:

When you have completed this registration form, please email it to warranty@iquartz.com.