

This warranty is given by Teltos Quartz Stone Co.,Ltd of Jintao Industrial Development Zone, Jinli Town, Zhaoqing City, Guangdong Province, China  
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Email address: [sammy@teltos.eu](mailto:sammy@teltos.eu)

This warranty applies to Teltos Quartz surface products (“Products”).

### **Our Promise**

We promise to you that Teltos quartz is of the utmost durability and practicality. In the unlikely event of a defect arising from the manufacture of the Products, in addition to your rights under the USA Consumer Law, Teltos will do its utmost to provide a fair and reasonable outcome to all customers covered by the Teltos Warranty.

### **Product Appearance, Care and Specifications**

The Products are manufactured from natural materials. Each slab is unique and will contain variations in shading, reflectivity, and the distribution and appearance of quartz.

These variations are naturally occurring characteristics of the material. The appearance of each slab will also vary depending upon lighting conditions, placement, and viewing angle.

The Products are manufactured to a thickness tolerance of +/- 1.5mm, with bowing of not more than 2mm over the length or width of the product when properly installed and supported.

The cleaning and care requirements of each Product will vary depending upon its type, colour and finish.

### **Teltos Warranty**

**1.** In addition to your rights under the USA Consumer Law, Teltos offers an additional warranty (“Teltos Warranty”).

**2.** Teltos warrants that if the Product, is defective as a result of the manufacture of the Product and:

- a.** The Product was purchased from Teltos or one of its authorised resellers; and
- b.** You have paid for the Product in full; and
- c.** The Product has remained installed at the same location at which it was first installed; and
- d.** The Product has been installed, maintained, used and protected in the manner recommended by Teltos at the time of purchase of the Product; and
- e.** You have registered the Teltos Warranty (see clause 9 below); then Teltos will, at its sole discretion either:
  - f.** Repair the Product;
  - g.** Replace the Product with a new Product from the same range as that being replaced, or if that range is no longer available then a reasonably similar range; or
  - h.** Refund you the price you paid for the Product.

**3.** The Teltos Warranty is provided for a period of 15 years, in the case of Teltos Quartz surfaces, from the date of original purchase of the Product from Teltos or from its authorised reseller (as the case may be).

**4.** The Teltos Warranty is not transferable or assignable and is given only to the first user of the Product following its sale by Teltos or its authorised reseller.

### **What the Teltos Warranty does not cover**

**5.** The Teltos Warranty does not cover defects, or any damage, arising out of anything done to the Product after its manufacture, including:

- a.** The installation of the Product or any accessories upon the Product;
- b.** The bending or curving of the Product as part of its installation;
- c.** Laminations applied to the Product;
- d.** The milling of the Product, including the milling of grooves or drainage channels;
- e.** The use of adhesives (including ridged adhesives), caulking materials, or mechanical fasteners upon the Product;
- f.** The performance or appearance of a join;
- g.** Wear and tear on the Product, the exposure of the Product to heat, improper use or abuse, excessive force or abrasive or corrosive substances; and
- h.** Failing to care for the Product in accordance with Teltos’s guide for the care and maintenance of the Product as at the time of purchase of the Product.

**6.** The Teltos Warranty does not cover cracks, chips or scratches unless they were caused by a defect in the Product.

**a.** A crack is not a defect if it (amongst other things):

- i.** is caused by excessive weight being applied to the surface (such as someone standing or sitting on the Product);

### **Limited 15 year Warranty\_**

**ii.** is caused by thermal shock such as placing a hot saucepan, iron or other hot object, directly on the Product;

**iii.** is caused by inadequate support being used under the Product;

**iv.** is caused by the supports used under the Product moving or shifting;

**v.** emanates from a cut-out section of the Product (such as a cut out area for a sink or hotplate) (cracks of this type are caused by the cut-out, they are not a defect in the Product).

**b.** A chip or a scratch is not a defect if it is caused by external force, unless Teltos considers the force to be negligible.

**7.** The Teltos is limited to the repair, replacement or refunding of the Product. If the Product is replaced, the Teltos Warranty does not cover costs incurred and relating to installation, milling, joining, fitting or

bending or laminating the Product. The Teltos Warranty does not cover any other losses arising out of a defect in the Product.

#### **When the Teltos Warranty does not apply**

- 8.** The Teltos Warranty does not apply if the Product is:
- a.** Used as flooring;
  - b.** Used in any outdoor application where it is exposed to weathering or ultraviolet radiation;
  - c.** Used in or around swimming pools, spas, or any other place where it may be exposed to chlorinated water;
  - d.** Used adjacent to any type of fireplace;
  - e.** Improperly installed;
  - f.** Installed by a person who is not professionally qualified to install the Product, or who is not licenced to perform the installation work under the law applicable to the place of the installation.

#### **How to Make a Claim**

**9.** You must register this warranty by completing the Teltos warranty card that came with your Product and returning it, by post, with proof of the date of your purchase of the Product to Teltos. If you do not register this warranty within 60 days of purchase of the Product, this warranty is void.

**10.** To claim under this warranty you must

- a.** Submit your claim in writing, and post it to Teltos at the following address:

**DIRECT STONE Warranty certifications**  
**5208 Mountain View Road, Winston Salem, NC 27104**

- b.** Submit your claim within a reasonable period after the defect would have become apparent to a reasonable person;
- c.** Include with your claim the following details:
  - i.** The date on which the product was installed.
  - ii.** The name of the person or company that installed the product.
  - iii.** The colour and finish of the product.
  - iv.** A description of the alleged defect.

**11.** You bear the expense of claiming under the Teltos Warranty.

**12.** Within a reasonable period of receiving notice of your claim under the Teltos Warranty, Teltos will contact you to:

- a.** Arrange to inspect the Product;
- b.** Request further information or evidence in respect of the alleged defect in the Product; or
- c.** Accept or reject your claim.

**13.** If you refuse to allow Teltos to inspect the Product, or unreasonably refuse to provide Teltos with the further information it has requested, the warranty is void.

#### **Statutory Guarantees**

**14.** Our goods come with guarantees that cannot be excluded under the USA Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**15.** Some State, Territory and Federal legislation imply warranties, guarantees or conditions or impose liability on Teltos in relation to the Product or its supply which cannot, or can only to a limited extent, be excluded, restricted or modified. Except for those warranties, guarantees or conditions and such liability (which for the avoidance of doubt includes those warranties, guarantees, conditions and liabilities that cannot be excluded under the USA Consumer Law), and for the warranty described above:

- a.** all warranties, guarantees and conditions (whether express or implied, statutory or otherwise) relating to the Products or supply are expressly excluded; and
- b.** Teltos will not be liable for any loss or damage suffered by any person (including the purchaser of the Products in any way relating to or arising from the Products or its use (including loss or damage arising from the negligence of, or contributed to by Teltos).

**16.** If liability for breach by Teltos of a warranty, guarantee or condition or any other liability imposed on Teltos by legislation which cannot be excluded may be limited, Teltos's liability is limited to the extent permitted by law, and if liability may be limited in any one of a number of ways, Teltos's liability is limited in any one of the permitted ways chosen by Teltos in its absolute discretion.