

Craftsman Limited - Stone Worktop Warranty – 22 July 2011

Craftsman Ltd warrants stone worktops for 12 months against defects in workmanship.

This warranty applies to stone correctly installed in its original location. It does not cover workmanship of third party installers or DIY orders.

The stone for your worktop has been carefully selected from premium quality stone slabs from the same block or batch to be free from defects and has been machined, prepared, polished, treated and approved by our craftsmen to ensure your worktop is a quality item to be proud of for many years to come with the right care and attention to maintenance.

Stone products will include natural imperfections. These imperfections are not defects in the material. Colours and patterns will vary from one piece of stone to another. No two pieces will be exactly the same. So we cannot guarantee the colour or character of stone delivered and/or fitting will be an exact match to any sample previously offered.

The surface of the stone is not totally smooth - there are pits, fissures, eyes, chips and gaps. These cannot be polished out, as it is the natural state of the stone. We reserve the right to use chemical or resinous fillers, some of which may already be present in the stone worktop to affect any repairs.

Stone worktops do sometimes incur slight variations in thickness so a 2mm tolerance either side of the ordered thickness of the worktop is required. This tolerance is industry standard and is usually not noticeable in the final product.

The stone itself, being a natural product, is not as such covered by this or any other warranty.

All natural stone is porous and must be sealed regularly. Some stones are more porous than others. This is not a defect of the stone, it is a natural characteristic. Your stone worktops are sealed where appropriate prior to installation to resist staining. You will need to ensure a suitable sealer is re-applied regularly as appropriate. However this does not mean they are guaranteed not to stain. Care should be taken to ensure that materials likely to cause staining (such as acidic fruit like lemon, lime, vinegar based sauces, abrasive cleaning products, bleach etc) are kept away from direct contact with the stone worktop.

General Care and Maintenance of Natural Stone Worktops

- Clean all surfaces with warm water and mild detergent or stone soap.
- Rinse and dry surfaces after cleaning.
- Blot up spills immediately.
- Reapply sealer to surface as directed.
- Do not use abrasive cleansers.
- Do not use cleansers that contain acid such as bathroom cleansers, grout cleansers, or tub & tile cleansers.
- Do not use cleansers that contain vinegar, lemon juice, or ammonia.
- Do not cut directly on stone countertops, always use a cutting board.
- Do not put hot pots and pans directly on stone worktops; always use a trivet or hot pad.
- Do not drop heavy items on the stone worktops
- Do not sit or stand on stone countertops.

Making Claims

Any claim made against this warranty should be submitted in writing. Upon acceptance that the claim against the warranty is valid:

- We will, at our option, repair or replace the affected item at no expense to the purchaser. This does not extend to cover associated expenses such as plumbing, electrical, cabinetry, flooring, walls or any other costs that may be incurred in the repair or replacement of an item covered by this warranty.
- If replacement of the stone is deemed necessary, replacement will be made with a stone, as nearly identical as reasonably possible to the original stone in colour, grain and grade.

This warranty specifically excludes defects or damages caused by the following:

- Customer abuse or misuse of the surface and failure to maintain stone properly, in accordance with our recommendations given to each customer after completion of the job.
- Stains and/or discoloration, dark spots or fissures which are naturally occurring in the stone.
- Normal spotting or discoloration caused by acidic liquid spills on the surface.
- Customer use of abrasive or inappropriate cleaning materials on the stone surface.
- Scratches to stone surfaces caused by sharp instruments.
- Chipping or cracking due to heavy objects being dropped on the stone surface.
- Cracking caused by sitting or standing on the worktop.