



# Your Guarantee

## 15 Year Guarantee on your Caesarstone Surface Register your Guarantee

This guarantee applies to your Caesarstone worktops and is given by C.R.Laurence of Europe Limited. All of the terms relating to this guarantee that are agreed between you and C.R. Laurence of Europe Limited are set out in this guarantee. If you feel that this guarantee does not accurately reflect your understanding of what has been agreed, you should let C.R. Laurence of Europe Limited know so that any appropriate amendments can be made. It will be more difficult for you to enforce a term that you think has been agreed if it is not agreed in writing and set out in this guarantee. This guarantee does not affect your statutory rights. To be eligible to claim under this guarantee, you must complete, sign and return the acceptance form below within 30 days of your purchase of the Caesarstone worktops.

### Meanings

Certain words used in this Guarantee have specific meanings. Where they do, they appear in bold text. A list of these words is set out below. "CRL" means C.R. Laurence of Europe Limited (company number 01208342) of Charles Babbage Avenue, Kingsway Business Park, Rochdale, OL16 4NW. "Goods" means Caesarstone worktops. "Guarantee" means the terms of the guarantee set out in this document. "you" and "your" refer to the person who originally purchased the Goods for full market value.

### Guarantee

2.1 CRL guarantees to you that the Goods will be free from proven manufacturing defects (as determined in CRL's sole discretion acting reasonably).

2.2 Your sole remedy for Goods which do not comply with the Guarantee shall be (at CRL's sole discretion acting reasonably) either the replacement of the Goods with equivalent goods or the repair of the Goods.

2.3 Under no circumstances will CRL be liable for any direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever regardless of the cause of such damage and whether CRL knew or had reason to know of the possibility of the loss, damage or injury in question.

2.4 CRL is not liable to you for any costs relating to de-installation, transportation, re-installation and/or associated or related costs of the Goods.

2.5 CRL excludes all warranties, representations and conditions which may be implied into this Guarantee by the operation of law to the maximum extent permitted by law.

2.6 This Guarantee constitutes the entire protection given to you by CRL and

supersedes any and all other warranties and representations, whether oral or written, except as expressly set out in this Guarantee.

### **Applicable conditions**

3.1 The Guarantee applies to you as the original purchaser of the Goods and does not apply to any subsequent owner.

3.2 The Guarantee shall only apply to Goods.

3.2.1 purchased by you within the United Kingdom;

3.2.2 properly installed, maintained and cared for according to the CaesarStone User Manual

3.2.3 which have not been moved from their original position of installation; and

3.2.4 which are used for indoor purposes only.

3.3 The Guarantee shall not apply and does not cover:

3.3.1 routine maintenance and caring of the Goods (including, without limitation, scratches, blemishes, spots, the use of cleaning products, chemical damage and other instances of normal wear and tear);

3.3.2 any variations in the thickness, colour, size, shape, pattern, design or tone of the Goods;

3.3.3 any modification, repair or alteration of the Goods by anyone other than CRL or its approved contractors;

3.3.4 any defects wholly or partly attributable to your negligent acts or omissions; or

3.3.5 anything which does not affect the structural integrity of the Goods.

3.4 It is a condition of this Guarantee that you grant CRL (and/or other third parties authorised by CRL) the right to enter your premises at reasonable times and upon reasonable notice for the purpose of examining the alleged defective Goods, their installation, maintenance and use.

### **Duration**

4.1 The Guarantee is for a period of fifteen (15) years from the date of purchase by you of the Goods.

4.2 The Guarantee will expire earlier than the fifteen (15) year period set out in paragraph 4.1 upon any transfer of ownership of the whole or any part of the Goods (whether by means of the sale of your premises or otherwise).

### **How to make a claim**

5.1 You must complete, sign and return the acceptance form set out below within 30 days of your purchase of the Goods which ensures that you have inspected the Goods and are satisfied with the Goods as at the date of purchase.

5.2 Any claim must be addressed in writing to CRL at the address above and must be received by CRL within fourteen (14) days after you became aware of the facts upon which the claim is based or such claim shall be deemed waived.

# Care and Maintenance

## Taking Care of Your Quartz Surface

Caesarstone quartz surfaces blend modern sophistication and timeless luxury with unbeatable strength and durability. The ever-lasting finish requires only simple and routine care to maintain its good looks. To clean Caesarstone, we recommend using warm water and a mild detergent or quality spray and wipe type cleaner in order to enjoy enduring beauty and unmatched performance for years to come.

### Minimal Maintenance

Virtually maintenance-free, Caesarstone's hard, non-porous surfaces require no sealing to renew the lustre and are simple to clean. In most cases, soap and water or a mild detergent is enough to keep your Caesarstone countertop looking like new. If necessary, use a non-abrasive soft soap along with a non-scratch or delicate scrub pad. Afterwards, thoroughly rinse with clean water to remove residue.

### Stubborn Stains or Dried Spills

If needed, apply a non-abrasive household cleaners (a non-abrasive cleaner will not dull the surface shine) and rinse to remove residue. To remove adhered material such as food, gum, nail polish or even dried paint, first scrape away excess material with a plastic putty knife and then use a damp cloth to remove any marks or residual dirt. For extra-stubborn stains, a no-scratch Scotch-Brite® pad or similar is recommended along with a non-abrasive cleaner.

### Heat Tolerance

Caesarstone is more heat resistant than other stone surfaces including most granite, marble and limestone; and is not affected by temperatures lower than 150°C (300°F). However, like all stone material, Caesarstone can be damaged by sudden and rapid temperature changes. Therefore, we suggest that hot pots and pans never be directly placed on the surface. We also recommend a hot pad or trivet be placed on the surface under cooking units such as electric frying pans, crock pots, or roaster ovens. Also the PH level should be changed from 10 to 8 in the following section

### Scratch Resistant

Caesarstone is a highly scratch resistant surface; however avoid abuse of the surface by refraining from using sharp objects such as sharp knives or screw drivers directly onto the surface.

**Cleaning Agents to Avoid** It's important to be aware that like any other surface, Caesarstone can be permanently damaged if exposed to strong chemicals and solvents that can damage its physical properties. Never clean

your Caesarstone surface with products that contain Trichlorethane or Methylene chloride, such as paint removers or strippers. Avoid the use of highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher). Products containing oils or powders may leave a residue and should be rinsed off thoroughly. Should your surface accidentally be exposed to any of these damaging products, rinse immediately with clean water to neutralize the effect.

## Quartz Instructions basics and notes from quartz supplier:

Day to day

Hot soapy water and dry with a paper towel

Stubborn marks

Astonish( big yellow bottle with a silver tap) Natural fresh

Source from <http://amazon.co.uk/http://amazon.co.uk/Amazon.co.uk>

[http://www.amazon.co.uk/Astonish-Cream-Cleaner-Natural-](http://www.amazon.co.uk/Astonish-Cream-Cleaner-Natural-Fresh/dp/B000TRO9S8/ref=sr_1_14?ie=UTF8&qid=1338547290&sr=8-14)

[Fresh/dp/B000TRO9S8/ref=sr\\_1\\_14?ie=UTF8&qid=1338547290&sr=8-14](http://www.amazon.co.uk/Astonish-Cream-Cleaner-Natural-Fresh/dp/B000TRO9S8/ref=sr_1_14?ie=UTF8&qid=1338547290&sr=8-14)

Use a non scratch scourer (the scourer part is usually White).

For easy maintenance clean up spills immediately

If spills are left on the surface more elbow grease will be required to remove them

Heavy scrubbing with an abrasive scourer can dull the surface, we do have products that can restore but they are not permanent and need to be reapplied

Please make sure customers check out the maintenance section of the website [http://www.caesarstone.uk.com/care\\_and\\_maintenace.aspx](http://www.caesarstone.uk.com/care_and_maintenace.aspx)

Ring marks are caused by lime scale, the water evaporates leaving the White ring mark, as the surfaces are non porous the lime scale has no where to go so just sits on the surface and waits to be wiped away, limescale can also dull the surface.

Alternative cleaners

Bleach can be used with no problems as can Cillit Bang with

bleach <http://www.cillitbang.co.uk/>

Sample variance

Samples are an indication of colour and not an exact match, Jet black for example has multiple white flecks in the surface that are random in nature, its part of the design of Jet Black although due to the natural dispersion of flecks

some samples may not always show the small pin like white flecks, this is quite normal

#### Tanning in tea

Same as above, the tanning actually dyes the surface same applies to the food colouring in curry for example, this will take more elbow grease to remove

#### Details and link for

the warranty [http://www.caesarstone.uk.com/register\\_your\\_guarantee.aspx](http://www.caesarstone.uk.com/register_your_guarantee.aspx)

#### Chips

All quartz and granite can suffer from chips, here is the answer

Chips can occur on edges and around the sink and notoriously in front of dishwashers if the edges are bashed by pots and pans and as we are not there when the damage occurs it's hard to quantify force, however chips can be repaired by the fabricator but may incur a charge this is at their discretion, chips can occur if objects fall onto the surface, as we don't know how much of an impact caused the chip they are not covered under the warranty.

Chips are not an indication of substandard material just a result of bashes or knocks within the kitchen environment, Caesarstone is tough but not indestructible and chip resistant not proof

#### Heat

Never place hot pots directly onto the surface, this can cause irreversible damage, it depends on many factors like they type of pan, what was in the pan, the length of time the pan was on the surface, damage caused by heat is irreversible so take the safe route and use a trivet

The care kits should you wish to use them are

£35+VAT and plus delivery, send us email on [info@craftsmanltd.co.uk](mailto:info@craftsmanltd.co.uk).