

## CARE AND MAINTENANCE

## WARRANTY TERMS AND CONDITIONS

We congratulate you on your choice of Cimstone slab (hereinafter "Cimstone") for the fabrication of your countertop. Thanks to the merits of quartz, Cimstone is a strong and durable countertop material. It is nonporous, stain-free and highly abrasion, scratch and impact resistant. There is no need for sealing or polishing, thus it is virtually maintenance-free. Cimstone has an exquisite look fortified with supreme durability. The long-lasting lustre and natural elegance of your countertop fabricated from Cimstone requires only simple and routine care to maintain its splendor. By following Cimstone's care and maintenance guidelines you may enjoy the natural beauty of Cimstone for many years to come.

We, as AKG Trading Ltd., warrant that Cimstone slabs that have been permanently installed in the interior of residences for countertop usage and cared for in accordance with maintenance guidelines will be free from any manufacturing defects in material for a period of 10 years from the date of installation. This limited warranty does not cover any defects by further fabrication, installation or misuse of the countertop. Please read this document carefully and do not forget to activate your 10 Year Limited Warranty.



## LIMITED WARRANTY RESIDENTIAL

We, AKG Trading (UK) Ltd. ("AKG Trading"), hereby warrant that Cimstone branded slabs will remain free from defects arising from the manufacture of the slab for a period of 10 years for the United Kingdom market from the date of installation. It covers any defects in the manufacture of the original Cimstone slabs. The subsequent fabrication, installation and workmanship are not covered under this warranty. This warranty is valid for the slabs installed with respect to the Cimstone Fabrication and Application Manual and maintained with respect to Cimstone Care and Maintenance leaflet and is to be activated by your registration online at [www.cimstone.co.uk](http://www.cimstone.co.uk) within 30 (thirty) days of the installation.

### Terms and conditions:

Cimstone slabs are manufactured from natural quartz minerals, therefore they reflect the characteristics of the quartz used in production. This may cause some variation in colour and partial shade and texture alterations in the finished products. Each slab is unique and minor imperfections, slight colour and texture variations may be considered normal. There are even colour and texture variations between the samples and the full slabs. Therefore, final colour selection must be made from an actual full slab of Cimstone.

This warranty:

- Only applies to Cimstone slabs which are purchased from the United Kingdom market and manufactured from A grade slabs.
- Only applies to slabs that have been installed properly by approved fabricators and according to the Cimstone Fabrication and Application Manual.
- Only applies to Cimstone slabs which were installed in a domestic residence for countertop usage after 01 October 2011.
- Only available to a person who activated the 10 Year Limited Warranty by completing and submitting the registration from online at [www.cimstone.co.uk](http://www.cimstone.co.uk) within 30 days following the installation of Cimstone in a residence for countertop usage. A domestic residence shall relate to any location which is a private residence used for familial habitation and for no commercial purpose whatsoever.
- This warranty is not transferable or assignable.
- Available only when the Cimstone slab has been fully paid for.
- Valid only when the Cimstone slab is used for the specific purpose as countertops. This limited warranty is valid when the Cimstone slab is permanently installed and has not been moved from the original installation.
- Applicable to Cimstone slabs that have been cared and maintained according to the instructions in the Cimstone Care and Maintenance leaflet.
- The obligation of AKG Trading for a period of 10 years is limited to either replace the defective Cimstone slab with the same features (colour, thickness, etc) as those of the Cimstone slab acquired by the original purchaser in terms and conditions specified herein, or refund the purchase price of the slab. However, if the production of colour has been ceased, it will be replaced, where possible, by a similar colour available at that time.

### Easy daily cleaning

The everlasting finish of your countertop made of Cimstone requires only simple and routine care to maintain its good look. Cleaning with a damp cloth and a little liquid detergent will give an excellent result. Just wipe away and the surface will attain its initial look again.

### Stubborn stains and dried spills

It is easier to immediately clean away spills on the surface than removing them once they have dried-on. Pay due attention and meticulous care to wipe away any spilled food before it turns into a permanent stain. Any multi-purpose cleaner or detergent [listed in the Cimstone Care and Maintenance leaflet in detail] can be safely applied on stubborn stains provided that water is used to rinse the surface thoroughly of the detergent residues after treatment. For extra-thoroughly of the detergent residues after treatment, use a light-coloured Scotch-Brite (3M) sponge to remove the dirt. Cleaning liquids like bleach and gel cleaners containing bleach are also good for removing stubborn stains. However, Cimstone slabs containing sealants as effect materials should not be cleaned with bleach and with products that contain soft or hard scouring granules since they are more prone to damage. Surfaces should never be left to dry without thoroughly rinsing away residual cleansers.

### Polishing

The gloss of Cimstone is attributable to the natural sheen of quartz. Cimstone slabs do not require additional polishing. The surface should not be sealed or polished.

### Cimstone is tough but not indestructible

As with any surface, Cimstone can be permanently damaged by exposure to strong chemicals and solvents that undermine its physical properties. Cleaners with high levels of acids or alkalis (e.g. hydrochloric acid), if not well rinsed with water after treatment, may affect Cimstone within time.

### Scratch resistant

Cimstone has a highly scratch resistant surface; however avoid abuse of the surface by using sharp objects directly onto the surface. Always, protect the surface by using chopping board under all conditions.

### Heat resistance

Cimstone can tolerate brief exposures to moderately hot temperatures without warping, staining, discoloring or cracking. However, prolonged contact with very hot objects or an open flame may cause damage on the surface. When exposed to high temperatures, Cimstone can react in various ways (cracking, discoloration, porosity etc). Always, protect the surface by using a trivet.



**cimstone**<sup>®</sup>  
AKG Trading (UK) Ltd.

# CIMSTONE

®

## WARRANTY REGISTRATION

**cimstone**

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Phone : +44 1604 768 049  
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E-mail : sales@cimstone.co.uk



To ensure that your Cimstone slab will be covered by our 10 year limited warranty, please register it using the online registration form at [www.cimstone.co.uk](http://www.cimstone.co.uk) within 30 (thirty) days of the installation.

Please do not forget that it is your responsibility to read, understand and accept the "10 Year Limited Warranty (Residential)" and register online at [www.cimstone.co.uk](http://www.cimstone.co.uk). Upon the receipt of the form, acknowledgement of the registration will be made with a reply message to your e-mail address and you will be informed of the registration number.

AKG Trading reserves the right not to give the free warranty service if the requirements established herein are not satisfied, or if the information submitted by the purchaser is false, incomplete or illegible.

Please keep your proof of purchase (invoice/dispatch note etc) and get into contact directly with the seller of the product to obtain assistance.

- Any defects that are visible at the time of installation and not avoided during installation
  - Natural variations in the colour, size, shape and distribution of the pattern of the natural quartz or the natural variations in background tone within or on the surface of the slab
  - Appearance and performance of the joints
  - Damage or injury caused completely or partially by the first mature conditions, job site conditions, architectural and engineering design, structural movement, acts of vandalism or accidents
  - Transportation, freight, tear-out, disposal or reinstallation, fabrication costs or other additional costs beyond the cost of the slabs
  - Any additional or supplemental repairs, and / or modifications (the subsequent fabrication, application and workmanship is not covered under this warranty such as any plumbing, electrical, tile or wall surface modifications that may be necessary to repair or replace the product etc.)
  - Repairs and modifications shall be the responsibility of the purchaser,
  - Places where further construction work is done after the installation of the product
  - Any applications made by a person other than the one who registered the warranty online at [www.cimstone.co.uk](http://www.cimstone.co.uk) to obtain service under this limited warranty.
  - Cases, where the product information on the back of each slab has been removed (Removing this slab information will void the warranty)
  - Differences between small samples and the purchased final slab (The small samples are indicative only and slabs must be chosen from big slabs for application.)
  - Dislike after installation due to color, edging styles or other opinions based on personal preference or later changes of choice (Replacement requests because of these reasons are not under the cover of this warranty.)
  - Naturally occurring variations in appearance caused by artificial or natural lighting (Changes in the appearance of the product from reflected light is a natural part of the product.)
  - Not getting a uniform look when two different slabs with organic effects and/or particular are put together adjacently (These kinds of variations do not affect the performance. These variations are not under the cover of this warranty.)
  - The randomness of vein effect (For textures that contain non-directional movement like vein effect, different parts of the slab may not keep uniformity and overall aesthetic. This is not considered as a defect but it is normal variation.)
  - Damages occurring from chemicals on the products including organic effect materials (422 Riviera with seashells do not have the same properties and resistance as with other Cimstone products. This is the inherent characteristics of seashell.)
- The limited warranty is exclusive and in lieu of any other warranty expressed or implied, including any implied warranty of merchantability, fitness for purpose, or other warranty of quality, whether express or implied, and all other liabilities or obligations on the part of AKG Trading. Under no circumstances, AKG Trading will be liable for direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever, regardless of the cause of such damage.
- Exclusions:**  
This 10-year limited warranty does not cover:
- Outdoor applications
  - Flooring applications
  - Use for any commercial purposes (commercial use includes but not limited with the use in all kinds of shops, hotels, offices and other job sites other than domestic residences)
  - Damages occurred by dropping heavy objects
  - Improper use or abuse
  - Damage for misuse and mishandling of the product
  - Damage from excessive heat
  - Damage from ultraviolet light or even exposure to weather conditions
  - Physical or chemical abuse
  - Damage from improper care and maintenance not in accordance with the Cimstone Care and Maintenance leaflet
  - Scratches
  - Chips (damages caused by rubbing or knocking objects on the edges of the product)
  - Cracks and other excessive impact damages (Cracks in the countertops are not a material fault; cracking is the result of externally induced mechanical stress on the material after installation. The most likely causes are settlement or movement, excessive weight being placed on the product, such as standing or sitting on them. Heat as explained may also result in a crack. Any crack emanating from a sink cut-out, cook top cut-out or "L" shaped cut-out is also not covered under this limited warranty. These are not caused by any fault in the slab.)
  - What is referred to as spots or blemishes (A certain level of spots or blemishes are inherent in the manufacturing process and do not affect the structural integrity of the slab.)
  - Any damages occurred during installation or fabrication of the slabs by the fabricator
  - Routine maintenance (Routine maintenance includes but not limited to the minor cleaning efforts such as the removal of watermarks or similar marks on the slab that could easily be removed or avoided by the techniques explained in Cimstone Care and Maintenance Leaflet.)
  - Improper installation (Improper fabrication or installation is the responsibility of the fabricator/installer.)
  - Installations made by unqualified and/or not licensed stonemasons
  - Any irregularity in the slab that exists prior to fabricating and installing and present in the final installed product (This is a fabrication issue.)

- All decisions regarding to this warranty are at the sole discretion of AKG Trading. No representative, dealer, salesperson, distributor, fabricator or any other person is authorized to make any warranty or promises on behalf of AKG Trading except the ones granted herein.