



GENERAL TERMS & CONDITIONS OF THE 5-YEAR WARRANTY FOR WORKTOPS

1. This warranty applies exclusively to surfaces that are fabricated or installed by the GQ Store. This warranty does not cover workmanship of any third party installers.
2. The GQ Store take responsibility in mentioning that all stone products will include natural imperfections due to their formation and therefore, patterns can vary. The client is more than welcome to come and view the stone before the fabrication process begins.
3. This warranty does not apply to any damage(s) caused by:
 - a. Improper use, care or maintenance.
 - b. Material modifications after installation.
 - c. Indoor materials being used as outdoor surfaces.
 - d. Physical, chemical or mechanical abuse
 - e. Exposure to excessive heat (e.g. direct heat)
 - f. Improper installation site or site maintenance
 - g. Normal spotting and discolouration caused by spills on the stone.
 - h. Use of inappropriate cleaning materials on the stone.
 - i. Scratches caused by the use of sharp utensils.
 - j. Heavy objects being dropped or used on the stone surface causing it to chip or crack.
4. To receive coverage under the GQ Store 5-Year Warranty, proof of purchase in the form of an invoice needs to be present.
5. Any claim being made under this warranty should be presented to the Sales Executive at the GQ Store. Once the claim has been accepted, the GQ Store will:
 - a. Repair the damaged area at no expense to the client. However, this warranty does not cover any additional costs that may occur in the process.
 - b. Be sure to replace the damaged area with a stone as similar to the original stone in terms of its colour and quality.
6. This warranty is only applicable if the:
 - a. Installations are in their original place and have not been moved.
 - b. Stone has been fabricated and installed by the GQ Store.
 - c. Stone has been maintained according to the 'General Care And Maintenance' leaflet.
7. This 5-Year Warranty is your ultimate assurance of lasting quality. If we can answer any further questions regarding this warranty, please contact the GQ Store by writing to:

67 Adelaide Road
Southall
Middlesex
UB2 5PY



GENERAL TERMS & CONDITIONS OF THE WARRANTY FOR SLABS

1. This warranty applies exclusively to the slabs of stone that have been supplied by the GQ Store.
2. The GQ Store take responsibility in mentioning that all stone products will include natural imperfections due to their formation and therefore, patterns can vary.
3. This warranty covers:
 - a. Any cracks or chips in the slab ahead of collection or delivery. The slabs will immediately be replaced.
 - b. Any natural discolouration or colour patches in the stone.
4. All goods remain the property of the GQ Store until the payment has been completed. Payments should be made right before the slabs are collected or delivered.
5. This warranty does not apply if:
 - a. Cracks appear in slabs after 3 days of purchase.
 - b. The use of any strong or inappropriate adhesives on the slab, which has therefore caused discolouration.
 - c. The slabs have been cut, fabricated or installed.
 - d. Mishandled, causing the slab to chip.
 - e. Improper site maintenance
6. To receive coverage under this Warranty, proof of purchase in the form on an invoice needs to be present.
7. Any claim being made under this warranty should be presented to the Sales Executive at GQ Store. Once the claim has been accepted, the GQ Store will be sure to replace the stone.
8. The GQ Store does not accept any claim for defects of quantity or quality after 3 days of delivery/collection.
9. The GQ Store reminds you that it is your responsibility to check the material on collection or delivery.
10. If we can answer any further questions regarding this warranty, please contact the GQ Store by writing to:
67 Adelaide Road
Southall
Middlesex
UB2 5PY



GENERAL CARE & MAINTENANCE

1. Daily Cleaning - Apply an appropriate cleaning solvent to the surface and wipe with a cloth or tissue. If you are unsure as to what products to use, please do ask a member of staff at the GQ Store.

Avoid:

- Cleaners that contain Pine Oil - The pine oil then attracts and holds dirt on the surface, eventually reducing the cleanliness of the surface.
 - Highly aggressive cleaning agents such as oven/grill cleaners and dishwasher polishing agents that have high alkaline/pH levels (pH 8.5 or higher)
 - Abrasive scrubs or cleaners containing either soft or hard abrasive particles.
 - Cleaners that contain Xylene, Toluene, Potassium Hydroxide or Caustic soda.
2. To avoid discolouration and stains it is important to wipe any spillages immediately. It is also important to make sure that once that stone has been cleaned, it is dried.
 3. Avoid using the following substances in direct contact with the stone:
 - Paint removers
 - Furniture strippers
 - Nail polish remover
 - Bleach
 - Permanent markers
 - Inks
 - Oil
 - Soaps
 - Wine and other food dyes.
 4. Do not apply direct heat on to the stone. Using hot pads can prohibit the stone from getting marked or even changing colour.
 5. Do not use sharp instruments directly on the stone and be sure to use chopping boards.
 6. Do not drop heavy items on the surface.
 7. Reapply an appropriate sealer to the surface.
 8. If we can answer any further questions, please contact the GQ Store by writing to:
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Southall
Middlesex
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