

Quartz Surfaces Stone Warranty Terms and Conditions

Please Note: There is no need to register or fill any forms online or offline. A copy of Invoice from your chosen stone fabricator / stone mason will serve as a warranty.

SG Imports (SE) Ltd. offers a 10year limited warranty to its customers warranting UK Stone Company Quartz Surfaces brand of quartz products will be free of any Manufacturing defects.

Warranty on all our Quartz Products will start from the date of Invoice.

The warranty covers the following:

1. If a manufacturing defect is confirmed within the exterior or interior of the product, SG Imports (SE) Ltd. may try to rectify it by cleaning or any other technical process deemed suitable.
If defect persists, we will pay the cost of the material like to like from original invoice (Conditions apply).
2. SG Imports (SE) Ltd. liability under this warranty is limited to the material costs only. It does not cover any costs such as Removal, Fabrication, installation, Transportation, Collateral damage or any other cost arising out of replacing or rectifying the work surface.

Exclusions - the warranty does not cover the following:

1. Goods not fully paid for and payment still outstanding.
2. Damaged caused in the process of moving the installed product from its specific location.
3. Damage caused by faulty or improper fabrication and installation practise.

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4. Cracking due to an external force such as impacts, uneven cabinets or flooring, structural settling or movements.
5. Products installed with knowledge of visible defects, or visible defects at the time of installation.
6. Differences found between samples or photographs of any UK Stone Company Quartz Surfaces product and the actual UK Stone Company Quartz Surfaces product purchased are not covered under this warranty.
7. Warranty does not cover exterior use of this UK Stone Company quartz surfaces Product unless exterior use of UK Stone Company quartz surfaces agreed in writing by SG Imports (SE) Ltd.
8. Cracking due to exposure to extreme hot and cold temperature . Staining against most common food, beverage, Spillage and household products provided customers follow proper care and maintenance guidelines as directed in Maintenance and care guide for all SG Imports (SE) Ltd. Products.
9. Fading/Texture change due to exposure to direct Ultraviolet (UV) sunlight in both indoor and outdoor applications.
10. SG Imports (SE) Ltd. will not be responsible for any injury, damage or any liability arising from natural and man-made causes, faulty placement of worktops, workmanship faults etc.