



SERGIO QUARTZ – 25 YEAR LIMITED WARRANTY

The Sergio Quartz Warranty

1. The Sergio Quartz warranty will only come into effect if, The Product is defective as a result of the manufacturing process and:
 - a. The Product was purchased from Sergio or one of its approved partners.
 - b. The Product warranty is non-transferable and must remain installed in its original location.
 - c. The Product must have been cared for as per the Sergio Quartz Care and Maintenance Guide.
 - d. The Product must be paid for in full.
2. If a warranty is registered successfully Sergio Quartz will, at their discretion, either:
 - a. Repair the quartz
 - b. Replace The Product or, if unable to replace the exact product, replace with reasonably similar Sergio Quartz product.
3. The Sergio Quartz warranty is non-transferable, meaning that the warranty only covers the original purchaser of The Product and cannot be passed on to a new owner.
4. The Sergio Quartz warranty covers a period of 25 years from the date of installation.

What The Warranty Does Not Cover

5. Damage done to the product after the installation, including:
 - a. Installation of accessories.
 - b. Wear and tear
 - c. Excessive heat damage
 - d. Abrasive cleaning agents or corrosive substances
 - e. Impact damage
6. Chips, cracks and scratches unless caused by a material defect.
 - a. Chips, cracks and scratches are not defects if caused by:
 - i. Excessive weight
 - ii. Thermal shock
 - iii. Inadequate or unstable support or base units.
 - iv. External force considered by a Sergio (or approved supplier) assessment to be enough to damage the worktop.
7. The Sergio Quartz warranty will only cover the repair or replacement of the top and does not cover the any costs in relation to the fabrication or installation of The Product.
8. The warranty does not cover any damage incurred in the process of removing worktops.

When The Warranty Does Not Apply

9. The Sergio Quartz warranty does not apply if The Product is:
 - a. Used outdoors
 - b. Used as flooring, cladding or in any other situation than worktops.
 - c. Installed near a fireplace
 - d. Used in an area that is likely to be exposed to chemicals or substances not advised to be put in contact with The Product.
 - e. Not installed by a professional or an authorised installer of The Product.

Making a Claim

10. You must register this warranty by visiting the Sergio Quartz website (www.sergioquartz.com/site/warranty) and complete the warranty form. The warranty must be registered within 60 days of the installation, otherwise it will not be valid.

11. To claim:

- a. You must submit a claim by emailing Sergio Quartz (info@sergioquartz.com)
- b. The claim must be submitted within 30 days of the defect becoming visible.
- c. Include in the email:
 - i. Name, original job reference number and the name of the supplier.
 - ii. The Product installation date.
 - iii. A description of the defect.

12. The Sergio Quartz team will arrange for the defect to be inspected by one of their delegated experts if the claim is found to be legitimate. If the Sergio Quartz team are refused inspection of The Product the warranty will be considered null and void.

'The Product' is made from natural crushed quartz stone. Every batch of quartz will have a slight variation in colour, shade or appearance. Each slab is made up of particles which include natural quartz stone, colourants, and resins. Any particle that measures under 5mm will not be considered a manufacturing defect by Sergio and can be filled at the fabricator's discretion. These are a naturally occurring part of the production process.