

# Warranty Terms And Conditions

Congratulations to you on making the right choice with Global Quartz. As you will already know there is no need for sealing or polishing this product, thus it is virtually maintenance-free. We at Global Quartz offer a 10 year warranty on our products. The maintenance of the product purchased from us requires only simple and routine care to preserve its natural beauty and look. Please refer to the section for care and maintenance guidelines and enjoy the finished beautiful look for many years.

We here at Global Quartz, warrant that our slabs are for recommended usage only and in accordance with our care and maintenance guidelines will be free from any manufacturing defects in the material for the period of the warranty from the date of purchase. This limited warranty does not cover any damage by fabrication, installation or misuse of the material.

**Kindly read the documentation carefully.** This warranty will be active for 10 years, once you register within 21 days of purchase with us.

## Warranty Registration

To ensure that your Global Quartz slabs will be covered by our-10 years limited warranty, Please do not forget that it is your responsibility to read, understand and accept the "10 years Limited Warranty (Residential)".

Global Quartz 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. To activate your warranty please send us your name and address, along with the contact details, product name and number along with the Invoice from your installer (which should mention the Product Name and Slab/Batch Number) to [info@globalgranite.co.uk](mailto:info@globalgranite.co.uk).

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

## Warranty Terms And Conditions

Global Quartz hereby warrants that Global Quartz by Glowstone branded slabs will remain defect free arising from the manufacture of the slab for a period of 10 years from the date of purchase. Any defects in the manufacture of the original slabs is covered by us. Any damage to the product by fabrication or the installation are not covered under this warranty. This warranty is valid for the material manufactured by Global Quartz. Global Quartz care and maintenance manual is available on our website and at our office to learn about the dos and don'ts with respect to the product care.

Global Quartz slabs are manufactured from natural quartz minerals and artificial resins, and 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 in 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, we recommend that the final colour selection must be made from an actual full slab of Global Quartz.

## Section 1 : Covers

- This warranty Only applies to Global Quartz slabs which are purchased from Global Granite and manufactured by us.
- Only applies to slabs that have been approved by our team of experts and delivered or shipped to your installer for use.
- Only applies to Global Quartz slabs which have been viewed and verified in person by you the customer.
- Only available to a person who activated the 10 year Limited Warranty by completing the registration with us within 21 days following the installation of Global Quartz Slab.
- This warranty is not transferable or assignable.
- Applicable only when the Global Quartz slab has been fully paid for.
- Will be valid only when the Global Quartz slab is used for the specific purpose as recommended and not moved from its original resting place.
- Applicable to Global Quartz slabs that have been cared and maintained according to the instructions of care and Maintenance on our website.

Global Quartz will only be responsible for any proven manufacturing defects in the original slab which shall be determined by Global Quartz in its sole and absolute discretion. Global Quartz and/or its representatives will have the right to examine any slab of Global Quartz and determine if indeed there is any manufacturing defect or problem.

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 obligation on the part of Global Quartz will be liable for direct, indirect, general, special, incidental, consequential or other damages of any kind whatsoever, regardless of the cause of such damage.

## Section 2 : Exclusions

This 10 years limited warranty does not cover any :

- Flooring applications
- Damages occurred by dropping heavy objects on the product
- Improper use or abuse



# Warranty Terms And Conditions

- 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 Global Quartz Care and Maintenance manual
- Scratches.
- Chips (damage caused by rubbing or knocking objects on the edges of the product).
- Cracks and 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 all most likely causes are settlement or movement, excessive weight being placed on the product, such a standing or sitting on them. Heat may also result in a crack.
- 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 damage occurred during installation or fabrication of the slab by the fabricator.
- Improper installation (improper fabrication or installation is the responsibility of the fabricator/installer).
- Installation made by unqualified and/or not licensed stonemason.
- Any irregularity in the slab that exists prior to fabricating and installation and present in the final installed product (This is a fabrication issue).
- Any defects that are visible before fabrication and not avoided during fabrication or reported before fabrication.
- Natural variations in the color, 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.
- Thickness variations of +/- 1 millimeter.
- 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, tear-out, disposal or reinstallation, fabrication cost 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 modification that may be necessary to repair or replace the product etc. Such repair and modification shall be the responsibility of the purchaser).
- Places where further construction work is done after the installation of the product.
- Cases, where the product information on the back of each slab has been removed (Removing this slab information will void the warranty.)
- Difference between small sample and the purchased final slab (The small sample are indicative nly and slabs must be chosen from bigslabs for application.)
- Dislike after installation due to color, edging styles or other opinions based on personal preference of 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 product).
- Natural disasters
- Damage caused by interaction with other products such a bleach, oven cleaners or any acidic products.
- Not getting a uniform look when two different slabs with organic effects, marble effects and/or particulars are put together adjacently (These kinds of variations are not under the cover of the warranty).
- The randomness of vein effect (For texture 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 is normal variation).
- Problems, damage or inconvenience arising from the production of static electricity or wooing to the use of products destined to eliminating or reducing their effects.
- Any problems or damage arising from exposure of the product to intense and continuous use during prolonged period of time, this includes fading, loss or diminishing of performance and aesthetic qualities.

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

The official suppliers of Global Quartz (manufactured by Glowstone) are Global Granite Stones Limited (Company No. 08249383), Global Granite & Trading Co. Ltd. (Company No. 5747538) And Exotic Stones Limited (Company No. 07923304).



**GLOBAL QUARTZ**

By Glowstone

## UK Warehouse

**Global Granite Stones Limited,**  
The Landscape Centre, Leydenhatch Lane,  
Swanley, Kent, BR87PS



01322660550



sales@globalgranite.co.uk



www.globalquartz.co.uk

## Manufacturing Unit

**Glow Stone,**  
Village Baran, En Route Banera,  
District Bhilwara - 311401 (Rajasthan) India