



YDL Stone 10 Year Limited Warranty for Crystalline Silica-Free Surfaces

Warranty Coverage:

This warranty is specifically for the YDL Stone Crystalline Silica-Free surface ("Product") and extends to the original purchaser only. It covers a period of 10 years and is applicable solely to defects in the Product that arise from the manufacturing of the original slabs.

Scope of Warranty:

- **Coverage Includes:** This warranty applies only to the original slabs and is limited to manufacturing defects.
- **Exclusions:** This warranty does not cover any services related to the Product, including but not limited to:
 - Fabrication
 - Installation
 - Associated workmanship
- **Non-Transferable:** This warranty is exclusive to the original purchaser and cannot be transferred to any subsequent owners or purchasers.

YDL Stone warranty is limited to at their sole discretion.

- A) replacing the material,
- B) refunding the value of the material,
- C) repairing the material. The warranty does not include any further costs of trades, damages, penalties, or any other materials.

General Terms:

- The warranty is limited to the original slabs and does not cover any additional services or workmanship related to the product. This ensures that any manufacturing defects are addressed, while other aspects such as installation are not included under this warranty.

By understanding these details, you can ensure that your rights and the limitations of this warranty are clear, keeping in mind that it focuses solely on the quality and integrity of the original manufactured slabs.



YDL Stone Warranty Exclusions

1. Misuse or Abuse:

Damage caused by uneven exposure to direct sunlight, outdoor usage, impact, discoloration from chemical reagents, or damage from excessive heat and weight.

2. Product Variation:

The actual and final installed product may not match product samples, printed facsimiles, or displayed materials exactly. As the product is made from natural materials, some color variation will occur between batches. The appearance of each slab varies depending on lighting conditions, placement, and viewing angle. This warranty does not cover product variations in color, background tone, mineral distribution, or reflectivity, as these are inherent characteristics of the manufacturing process and natural features of the product. Viewing the whole slab before color selection is recommended.

3. Installation-Related Issues:

This warranty does not cover failure or dissatisfaction with the appearance of joints or seams, or any adhesive, caulking materials, or damage resulting from accessory items installed. Additionally, failure caused by inadequate sub-structure support and substrate materials, including joints and seam failure, is excluded.

4. Unpaid Products:

Products not paid in full are excluded from warranty coverage.

5. Act of Nature:

Damage caused by an act of nature is not covered.

6. Removal or Alteration:

If the product is removed from its original place of installation or any modification or alteration is made to the product including changes to product thickness.

7. Improper Use:

Products installed as flooring tiles, outdoors, or in areas near swimming pools, as well as installations such as boats, recreational vehicles, and flooring. Also, any product installed outdoors, such as BBQ bench tops, outdoor kitchens, or in heated areas such as steam rooms, shower pans, and saunas are excluded.

8. Fireplaces:

Fireplaces are not covered as variations in design and heat output are expected.

9. Professional Installation:

This warranty does not apply if the product is not fabricated/installed by a licensed, qualified stonemason.

10. Scratch and Impact Resistance:

Although the product is very hard and highly scratch resistant, it is not scratch proof. This warranty does not cover scratches that appear on the product where proper care has not been exercised. Chips, cracks, or any other impact damage, which is normally a direct result due to impact to the edge of the surface, are not covered. Cracks usually result from excessive weight (sitting, climbing, or standing on the Product), excessive heat (trivets and hot pads should always be used), movement in joinery or house as a whole, -"U" or "L" shaped cut out or improper fabrication and installation. Any crack emanating from a cooktop cut-out or sink cut-out is not covered under this warranty.

11. Manufacturing Blemishes:

Blemishes such as blotches or spots inherent in the manufacturing process are not covered unless they are larger than 20mm in diameter, in which case the contracted fabricator should report it to YDL Stone prior to fabrication. Warranty claims against color variation are based on visual inspection from 1.5 meters away from the product in a normal viewing position with the slab being illuminated by "non-critical light," which is light that is diffused and not parallel or glancing to the surface.

12. Maintenance Compliance:

The product is not being cleaned in accordance with the YDL Stone Care and Maintenance Guide.

13. Chemical Damage:

The use of products and substances that contain trichloroethane or methylene chloride (such as paint removers or strippers) or cleaning agents that have high alkaline/pH levels.

14. Stains and Discoloration:

Stains or discoloration are not covered. Although YDL Stone product is stain resistant, it is not stain proof. Strong colored items such as red wine and beetroot should be cleaned off the benchtop immediately. It is also recommended to have a UV protecting film placed on windows where direct sunlight comes through onto the benchtop. Discoloration of the product if it is exposed to direct sunlight or silicon (or similar) products over prolonged periods is not covered.