



YDL STONE
INSPIRED SURFACES

10 Year Limited Warranty

Crystalline Silica-Free Mineral Surface Product

10



WARRANTY GUIDE

PREMIUM SURFACE WARRANTY DOCUMENT

For interior benchtop applications, subject to the terms, conditions and exclusions set out in this document.

2026 Edition

INTRODUCTION

Welcome

Thank you for choosing a YDL Stone Crystalline Silica-Free Mineral Surface product ("Product"). This document outlines the terms and conditions of the YDL Stone 10 Year Limited Warranty applicable to your purchase ("Warranty Terms").



Warranty Registration

To help us provide efficient support, we recommend registering your warranty online at:

<https://www.ydlstone.com.au/warranty/>

For convenience, you may also scan the QR code below to complete your warranty registration.



Care & Maintenance

We also recommend reviewing the YDL Stone Care & Maintenance Guide at:

<https://www.ydlstone.com.au/care-maintenance/>

This guide includes important information on daily cleaning, appropriate use and maintaining the long-term appearance of your Product.

 **CUSTOMER SUPPORT**

If you require assistance or experience any issues with your YDL Stone product, please contact our customer service team.

Kind regards,
YDL Stone

DOCUMENT GUIDE



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Warranty Snapshot

Product	YDL Stone Crystalline Silica-Free surfaces ("Product").
Warranty period	10 years from the original date of installation.
Purchaser	This Warranty extends to the original purchaser only and is non-transferable.
Scope	Applies solely to manufacturing defects in the original slabs supplied by YDL Stone, subject to the terms, conditions and exclusions set out in this document.


IMPORTANT

This Warranty is limited to the original slabs supplied by YDL Stone and does not cover any additional service, workmanship, installation-related matter, or third-party cost connected with the Product.

WARRANTY TERMS

Warranty Coverage

1. Warranty Coverage

This Warranty applies to YDL Stone Crystalline Silica-Free surfaces ("Product") and extends to the original purchaser only.

The Warranty period is 10 years from the original date of installation and applies solely to manufacturing defects in the original slabs supplied by YDL Stone, subject to the terms, conditions and exclusions set out in this document.

This Warranty applies only to Products that have been paid for in full.

This Warranty is limited to the original slabs supplied by YDL Stone and does not cover any additional service, workmanship, installation-related matter, or third-party cost connected with the Product.

This Warranty is non-transferable and cannot be assigned to any subsequent owner, purchaser, tenant, builder, developer or other party.

2. Australian Consumer Law

CONSUMER GUARANTEES

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in this Warranty excludes, restricts or modifies any rights or remedies that cannot be excluded under applicable law.

3. Warranty Remedies

If YDL Stone determines that a valid manufacturing defect exists, YDL Stone may, acting reasonably and subject to applicable law, determine the appropriate remedy.

The remedy may include repair, replacement, supply of an equivalent product, or refund of the value of the affected material.

To the extent permitted by law, any approved remedy is limited to the slab material only and does not include labour, removal, re-installation, trades, damages, project delay, loss of use or any associated cost.

4. General Terms

No employee, representative, fabricator, installer, distributor, retailer or third party is authorised to modify, extend or make any representation on behalf of YDL Stone unless confirmed in writing by YDL Stone.

WARRANTY TERMS

Warranty Exclusions

The Warranty does not cover any defect in, damage to, failure of, dissatisfaction with, or appearance concern relating to the Product that is attributable to, or results from, any of the following:

5.1 Fabrication, Installation and Workmanship

This Warranty applies to defects in the original slabs of the Product associated with the manufacturing process only and does not cover services or workmanship relating to the Product, including fabrication, cutting, polishing, handling, transportation, storage or installation.

This includes, but is not limited to, joint or seam appearance, adhesives, caulking materials, silicone, accessory items, cut-outs, edge work, polishing quality, seam or joint failure, inadequate support, substrate materials, cabinetry movement, building movement or any workmanship-related matter.

Damage occurring during fabrication or installation, including cracking, chipping or breakage, is not covered under this Warranty.

5.2 Misuse, Improper Use, Heat and External Impact

Damage caused by any of the following is not covered:

- misuse or abuse
- impact or excessive weight
- excessive heat or thermal shock
- exposure to sunlight or outdoor use
- improper use
- use outside the intended application

Hot items must not be placed directly on the Product. Trivets or heat protection should always be used.

The Product is durable and scratch resistant but is not scratch proof, chip proof, crack proof or heat proof.

The following are not covered: scratches, chips, cracks, dents, edge damage or impact-related damage.

Cracks resulting from excessive weight, thermal stress, structural movement or stress around cut-outs are not considered manufacturing defects.

WARRANTY TERMS

Exclusions Continued

5.3 Product Application Limitations

The Product is intended for interior benchtop use only unless otherwise confirmed in writing by YDL Stone.

Use in the following applications is not covered:

- outdoor environments
- BBQ areas or outdoor kitchens
- boats or recreational vehicles
- flooring
- swimming pool surrounds
- steam rooms, shower pans or saunas

Fireplace applications are excluded due to variations in design, installation and heat exposure.

5.4 Surface Appearance

Surface appearance may vary due to the inherent characteristics of the Product and the manufacturing process.

Variation may occur between slabs and batches in:

- colour and background tone
- mineral distribution
- overall visual consistency
- veining
- pattern movement

Samples, displays, photographs and marketing materials are indicative only and may differ from the final installed Product.

Appearance may also vary depending on lighting conditions, viewing angle, surrounding materials and the installed environment, all of which may influence how the Product is perceived.

SURFACE VARIATION

These variations are inherent visual characteristics of the Product and do not indicate a manufacturing defect.

5.5 Surface Condition and Manufacturing Characteristics

Minor localised variations inherent in the manufacturing process may occur, including:

- spots, blotches or marks
- uneven reflection
- other surface irregularities
- tonal differences
- texture variation

These minor localised variations do not indicate a manufacturing defect unless they materially affect the overall appearance or performance of the Product.

Any visible concern should be identified prior to fabrication. Once the Product has been cut or installed, claims relating to pre-existing visual characteristics may not be accepted.

Surface condition must be assessed in the context of the overall appearance and functional performance of the Product, rather than in isolation.

WARRANTY TERMS

Assessment Standards

5.6 Functional Performance

The Product is considered to be performing as intended where it remains suitable for normal use, can be cleaned using standard methods and does not show abnormal absorption, staining or deterioration under normal conditions.

Assessment of any claim will consider functional performance and usability, not visual appearance alone.

5.7 Surface Assessment

A variation in appearance is not considered a defect where:

- the surface is consistent with the intended finish;
- the condition is primarily visual in nature;
- the Product remains suitable for normal use;
- functional performance is not affected.

Products supplied with honed, matte or textured finishes may have a naturally lower sheen or tactile surface, which is considered normal and not a defect.

A visual concern alone does not constitute a manufacturing defect unless there is clear evidence of physical surface deterioration or measurable impact on usability, cleanability or performance.

5.8 Inspection Conditions

All inspections must be carried out under normal viewing conditions.

Viewing position	Surface appearance must be assessed from a standard viewing position (approximately 1.5 metres) under diffused lighting conditions.
Lighting and camera angles	Lighting, camera angles or other methods that exaggerate surface characteristics are not a valid basis for defect assessment.
Inspection right	YDL Stone reserves the right to inspect the Product prior to determining any claim outcome.

WARRANTY TERMS

Care, Cleaning & External Factors

5.9 Cleaning, Maintenance and Chemical Exposure

Damage caused by harsh chemicals, solvents, paint removers, abrasive cleaners, or highly alkaline cleaning products is not covered under this Warranty.

5.10 Reverse Side and Non-Decorative Surface

The Product is supplied with a finished decorative surface, including polished, honed or other specified finishes.

The reverse side or underside is not intended as a visible decorative surface and may differ in colour, texture and appearance.

Any difference between the finished surface and non-decorative face is not considered a defect.

5.11 Removal, Alteration and External Factors

This Warranty does not apply where the Product has been removed, altered, modified, reworked, or repaired by unauthorised parties, including but not limited to stone fabricators modifying the benchtop surface through processes such as drainer grooves, repolishing, reducing the thickness from the original 20mm, or attempting curved or thermoformed finishes.

Damage caused by external events, including fire, flood, storm, or structural movement, is not covered under this Warranty.

5.12 Payment and Warranty Validity

WARRANTY VALIDITY

Products that have not been paid in full are excluded from Warranty coverage.


WARRANTY TERMS

Warranty Claims

6. Warranty Claims


To make a claim under this Warranty, the purchaser must notify YDL Stone within a reasonable time after becoming aware of the issue by providing written notice to info@ydlstone.com.au.

<p>Information to provide</p>	<p>The purchaser should provide sufficient information to enable assessment of the claim, including proof of purchase, product details, installation information, photographs and any other relevant details reasonably requested by YDL Stone.</p>
<p>Continued use</p>	<p>Where a potential defect or damage is identified, continued use of the affected area should be avoided where reasonably possible, and YDL Stone should be contacted promptly for further guidance.</p>
<p>Inspection access</p>	<p>YDL Stone may require reasonable access to inspect the Product prior to determining any claim outcome. No warranty determination will be made until YDL Stone has had a reasonable opportunity to assess the Product.</p>




PROOF

Proof of purchase and product details.



INSTALLATION

Installation information and relevant project details.



PHOTOGRAPHS

Photographs and other relevant details reasonably requested by YDL Stone.

CONTACT DETAILS

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Email: info@ydlstone.com.au

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