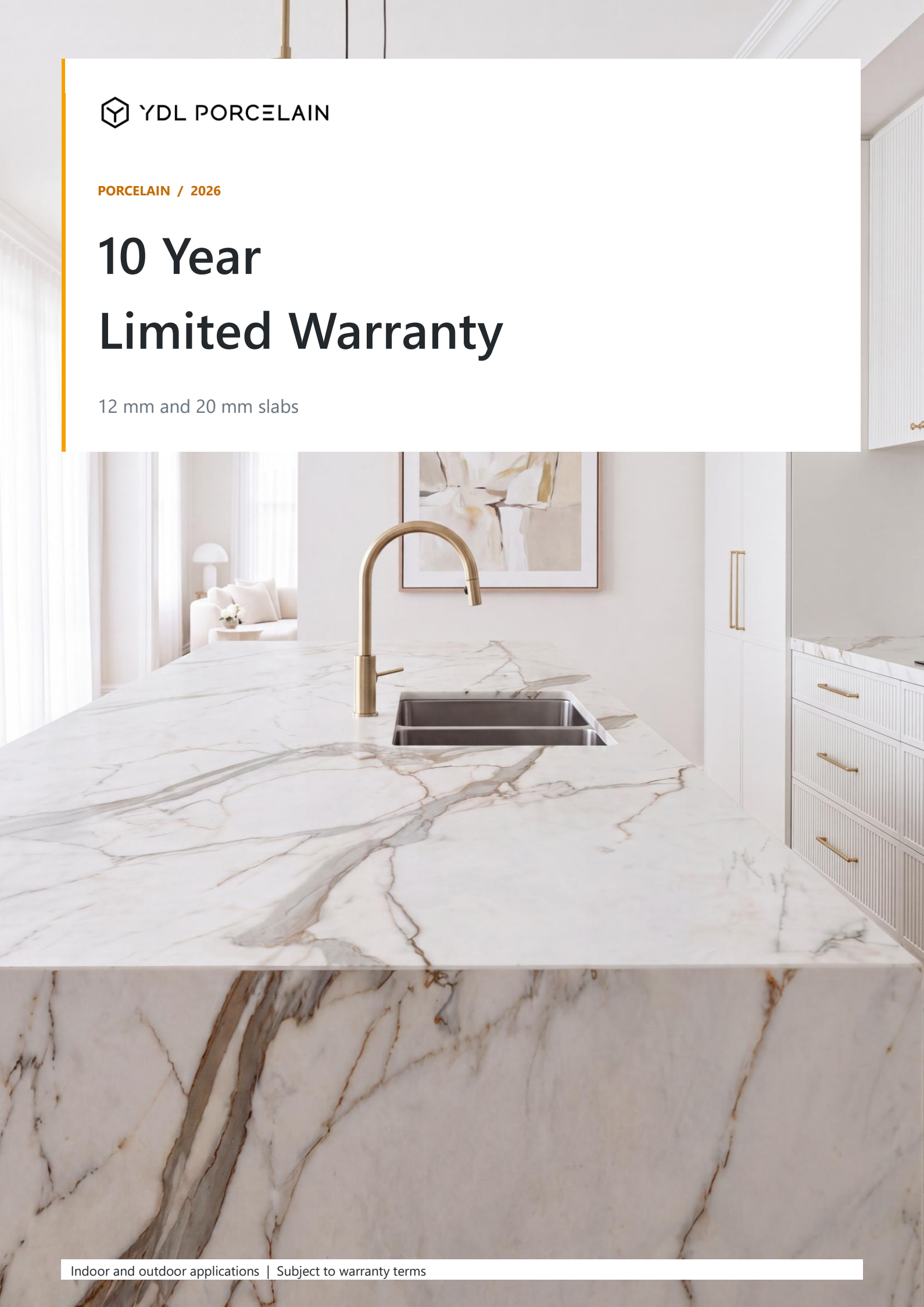
YDL PORCELAIN

PORCELAIN / 2026

10 Year Limited Warranty

12 mm and 20 mm slabs



Indoor and outdoor applications | Subject to warranty terms

INTRODUCTION

Welcome

YDL Porcelain provides this 10 Year Limited Warranty for manufacturing defects in eligible original slabs. The same warranty applies to 12 mm and 20 mm slabs. It is a product warranty, separate from the fabricator's or installer's workmanship obligations.

Online Warranty Registration

Register your Product online using the QR code or link below. Keep your purchase documents.

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

Scan to register your Product online.

Care and Maintenance

Use the YDL Porcelain fabrication, installation and care instructions supplied or applicable at purchase. Contact YDL if you need a copy.

CLAIMS AND CUSTOMER SUPPORT

03 9551 1688

info@ydlstone.com.au

1 Your rights under Australian Consumer Law

CONSUMER GUARANTEES

The benefits under this warranty are in addition to your rights and remedies under the Australian Consumer Law and other applicable laws. Nothing in this document excludes, restricts or modifies any right or remedy that cannot lawfully be excluded, restricted or modified. Those rights may continue beyond the 10 year warranty period.

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.

DOCUMENT GUIDE

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Warranty Snapshot

Warranty period	10 years from the date of original purchase
Who is covered	The original purchaser; this warranty is not transferable
Product	Genuine YDL Porcelain slabs in 12 mm and 20 mm thicknesses, with the same warranty terms
Applications	Residential and commercial, indoors and outdoors, including compliant BBQ benchtops. Fireplace installations excluded; subject to these terms.
Claims	Email info@ydlstone.com.au with purchase details, photographs and a description of the issue

WARRANTY SCOPE

This warranty covers the Product itself. It does not provide a separate warranty for fabrication, installation, adhesives, sealants, support structures, appliances or other workmanship and materials supplied by third parties. Your statutory rights in relation to those goods or services are unaffected.

WARRANTY TERMS

Coverage and eligibility

2 Products, purchasers and warranty period

2.1 This warranty is given by YDL Australia Pty Ltd (YDL) for genuine YDL Porcelain slabs supplied in Australia (Product). The same warranty period, coverage, exclusions, conditions, remedies and claims procedure apply to both 12 mm and 20 mm slabs. Other product ranges are excluded.

2.2 The warranty is available to the original purchaser of the Product who has paid the amount due from them for the Product in full. It is not transferable to a subsequent purchaser or property owner. These conditions apply only to this warranty and do not limit statutory rights.

2.3 The warranty period is 10 years beginning on the date of original purchase of the Product. Defects identified before installation may also be claimed, subject to the inspection and reporting requirements in clause 4.2. Retain proof of the original purchase date. If purchase records are unavailable, contact YDL to discuss other reasonable evidence.

2.4 The Product must remain at its original installation location, except for temporary removal reasonably required to carry out a repair or replacement authorised by YDL. A repair or replacement authorised by YDL does not end the remaining warranty. The original 10 year period does not restart following repair or replacement; statutory rights for repaired or replacement goods are unaffected.

2.5 Eligible uses include residential and commercial indoor and outdoor benchtops, bathroom vanities, splashbacks and wall linings, where the Product is suitable for the application under the YDL Porcelain fabrication and installation instructions supplied or applicable at purchase. Outdoor BBQ benchtops are included on the same basis. Fireplace installations, boats and recreational vehicles are excluded from this warranty.

2.6 Fabrication and installation must be carried out by professionals suitably qualified and experienced in porcelain slabs, holding any licence required by local law. Follow the relevant YDL fabrication, installation and care instructions supplied or applicable at purchase. Those instructions set technical requirements; this document governs this warranty. Subject to clause 4.2, non-compliance with those instructions excludes cover only for damage caused by that failure. Subsequent revisions do not retrospectively add conditions to a warranty already given. Contact YDL for a copy of the applicable instructions.

3 What is covered

3.1 Subject to these terms, this warranty covers defects arising from the manufacture of the original Product slabs.

3.2 Eligible outdoor use, including exposure to sunlight, does not by itself exclude cover. Fading or discolouration is covered where it results from a manufacturing defect in the Product. This warranty does not provide a separate guarantee against all changes in colour or appearance.

3.3 This warranty covers the Product itself. It does not provide a separate warranty for fabrication, installation, adhesives, sealants, support structures, appliances or other workmanship and materials supplied by third parties. Your statutory rights in relation to those goods or services are unaffected.

WARRANTY TERMS

Appearance and exclusions

4 Inspection and product appearance

4.1 Samples, photographs and display materials indicate the general appearance of the Product. Normal variations in colour, background tone, pattern, veining, mineral distribution and reflectivity can occur between slabs and batches. Lighting and viewing angle can also affect appearance. Such variations are not, by themselves, manufacturing defects.

4.2 Before any cutting or fabrication, the fabricator must remove any protective film and visually inspect the full slab. Any defect or appearance concern identified must be reported to YDL before work proceeds, and YDL must be given a reasonable opportunity to inspect the slab. This warranty does not cover a defect or condition that could reasonably have been identified during this inspection but was not reported before cutting or fabrication proceeded.

4.3 General colour and appearance assessments are made from a normal viewing position in diffuse light rather than light glancing across the surface. Further inspection may be required depending on the reported issue. The exclusion in clause 4.2 does not apply to a defect that could not reasonably have been identified during the required inspection.

4.4 Differences in appearance, including colour, pattern, texture and gloss, between a cut edge or exposed back face and the decorated face are not covered by this warranty. The back face is not supplied as a decorative finish.

5 What this warranty does not cover

The following exclusions apply in addition to clauses 4.2 and 4.4. They apply only to this warranty and do not limit rights under the Australian Consumer Law. Except for clause 5.8, damage is excluded to the extent it is caused by the circumstances described.

5.1 Damage caused by handling, transport, storage, fabrication or installation after manufacture; bending or curving, laminating, milling grooves or drainage channels; inadequate, uneven or moving supports; cabinet or building movement; insufficient clearances; improperly formed cut-outs or incorrectly designed or fabricated L- or U-shaped layouts; or failure to follow the applicable fabrication and installation instructions.

5.2 Damage caused by impact, excessive loading, sitting, standing or climbing on the Product, or other misuse or abuse. Cracks, chips and scratches caused by these events are excluded. A crack, chip or scratch caused by a manufacturing defect will be assessed under clause 3.

5.3 Damage caused by excessive heat, thermal shock, direct flame or inadequate appliance clearances or thermal protection. Use appropriate trivets or heat pads under hot cookware.

5.4 Staining, chemical attack, etching or discolouration caused by spills, unsuitable cleaners or failure to follow the YDL care instructions, including exposure to highly alkaline cleaners, paint strippers, trichloroethane or methylene chloride. Fading or discolouration caused by a manufacturing defect remains covered under clause 3.

WARRANTY TERMS

Exclusions and remedies

5 Exclusions continued

5.5 Ordinary wear and superficial marks resulting from normal use, and scratches caused by abrasion, external force or failure to exercise appropriate care. Scratch resistance and stain resistance do not mean that the Product is scratch-proof or stain-proof. This clause does not exclude damage caused by a manufacturing defect.

5.6 The appearance or performance of joins, seams, adhesives, sealants, mechanical fixings or accessories; or damage caused by their use or failure, where it is not caused by a manufacturing defect in the Product.

5.7 Damage caused by unauthorised alterations, resurfacing, changes to thickness, repairs or removal and reinstallation after the original installation, or by flood, storm, earthquake or other external events. Fabrication expressly contemplated by the applicable YDL installation instructions is not, by itself, an excluded alteration.

5.8 Product used in fireplace installations, boats or recreational vehicles is outside this warranty. Technical installation guidance does not extend warranty cover to those applications.

6 Remedies and associated costs

6.1 For a claim accepted under this warranty, YDL will choose to repair the affected Product, replace it, or refund the purchase price attributable to the affected Product material. YDL will explain the proposed remedy in writing. This choice does not limit a remedy you are entitled to under the Australian Consumer Law.

6.2 A replacement will be from the same range where reasonably available. If the original range is unavailable, YDL will discuss a reasonably similar available product with you. Exact colour, pattern or batch matching with retained material cannot be guaranteed.

6.3 YDL will provide the Product remedy under clause 6.1 at its cost. Apart from work YDL agrees to arrange as part of that remedy, this warranty does not separately cover third-party fabrication, removal, reinstallation, plumbing, electrical work, surrounding finishes or other consequential costs. This limitation does not exclude any compensation, labour, removal, installation or other costs that YDL is required to meet under the Australian Consumer Law or another applicable law.

6.4 You are responsible for ordinary expenses you incur in submitting a claim under this warranty, unless YDL has agreed to reimburse them or reimbursement is required by law. Before arranging paid inspections, transport or repairs for which you wish to seek reimbursement, contact YDL to discuss the scope and costs. Submit any reimbursement request with receipts and supporting details to info@ydlstone.com.au. Prior approval is not a condition of any statutory entitlement to reimbursement.

6.5 YDL will not impose an assessment or inspection charge without first explaining the proposed charge and obtaining your agreement. Any charge must be permitted by law. Do not arrange destructive testing, removal or disposal before YDL has had a reasonable opportunity to assess the issue, except where urgent action is reasonably necessary for safety or to prevent further damage.

WARRANTY TERMS

Claims and registration

7 How to make a claim

7.1 Notify YDL in writing as soon as reasonably possible after discovering an issue, preferably within 28 days. Email info@ydlstone.com.au or write to the address below. Except for the pre-fabrication reporting requirement in clause 4.2, delay alone does not automatically invalidate a claim, although it may affect the evidence available or cause avoidable further damage. Statutory rights are not subject to this requested notification period.

7.2 Provide your name and contact details; the installation address; proof of purchase and payment; purchase and installation dates; product colour, finish and thickness; batch or slab identification if available; fabricator or installer details; and a description of the issue, when it was noticed and photographs showing both the affected area and the overall installation. If a record is unavailable, contact YDL to discuss alternative evidence.

7.3 Stop using the affected area where continued use could be unsafe or cause further damage. Take reasonable steps to preserve the Product and evidence of the issue. Supply reasonably requested information and allow reasonable access for assessment. YDL may consult your supplier, fabricator, installer or an appropriate technical specialist.

7.4 YDL will assess the claim within a reasonable time, explain any further information needed and provide its decision and reasons in writing. Where a remedy is offered, YDL will discuss the arrangements and any costs with you. If you disagree with the decision, you may request a further review through the same contact details. You may also pursue your statutory rights through the seller or another appropriate avenue.

8 Registration and personal information

8.1 Register your Product online at www.ydlstone.com.au/warranty/ using the website link or the registration QR code on page 2. Registration helps identify your Product and process a claim. Failure to register does not, by itself, invalidate this warranty and does not affect your statutory rights. Keep your original invoice; provide a copy or other reasonable proof of purchase.

8.2 YDL uses the personal information you provide to administer registration, assess claims and arrange any remedy. Information may be shared with suppliers, fabricators, installers or service providers as reasonably necessary for those purposes and as permitted by applicable privacy law. Contact YDL to request access to or correction of the information you have provided. Warranty registration is not consent to unrelated marketing.

8.3 This edition applies where it is provided as the warranty for the Product at purchase. A later revision does not retrospectively reduce rights under an earlier warranty or under the Australian Consumer Law.

WARRANTY PROVIDER AND CONTACT

YDL Australia Pty Ltd trading as YDL Stone and YDL Porcelain | ABN 85 127 034 413

65 Babbage Drive, Dandenong South VIC 3175, Australia

Phone 03 9551 1688 | Email info@ydlstone.com.au

CUSTOMER SUPPORT

Warranty Claims

Notify YDL in writing as soon as reasonably possible after discovering an issue, preferably within 28 days. Send your claim and supporting documents to the email address below.

Issues reasonably discoverable before fabrication must be reported before work proceeds (clause 4.2). For other issues, delay alone does not automatically invalidate a claim. Statutory rights are not subject to the requested notification period. See section 7 for the full claims procedure.

CLAIMS AND SUPPORTING DOCUMENTS **info@ydlstone.com.au**

Prepare your supporting documents

01

PURCHASE AND PRODUCT

Proof of purchase and payment; purchase date; colour, finish and thickness; slab or batch ID if available.

02

INSTALLATION

Installation address and date; fabricator or installer details; relevant project information.

03

PHOTOGRAPHS

Clear photographs showing the affected area and the overall installation.

If a record is unavailable, contact YDL to discuss alternative evidence.

Your claim details	Include your name and contact details, a description of the issue and when you noticed it.
During assessment	Stop using the affected area where continued use could be unsafe or cause further damage. Preserve the Product and evidence, supply reasonably requested information and allow reasonable access for assessment.

Contact details

Victoria - Head Office & Showroom
Phone 03 9551 1688
65 Babbage Dr, Dandenong South VIC 3175

Victoria - Campbellfield
Phone 03 9465 1688
Warehouse C/40 Decco Dr, Campbellfield VIC 3061

New South Wales
Phone 02 7204 2278
11-13 Yato Road, Prestons NSW 2170

Queensland
Phone 07 3089 0368
36 Eastridge Street, Stapylton QLD 4207

Email info@ydlstone.com.au

The warranty supplied at purchase applies. Later revisions do not retrospectively reduce rights under an earlier warranty or the Australian Consumer Law.